

Covid-19 - Red House Surgery FAQ 7.4.20

What are you doing to protect patients?

The health and safety of our patients and staff is our primary concern and we have implemented a number of measures to protect everyone as much as possible. The safety measures are continually under review and being improved all the time. This is what we are doing at the time of writing.

The surgery doors are generally closed to patients and members of the public. This is to reduce the risk of infection to staff and other patients. All surgery staff are working as normal so receptionists will take your calls, answer queries, process prescriptions and pass messages to doctors. Doctors and nurses are mostly communicating with patients via telephone calls, and we can also offer some video consultations.

What happens if I need to see a doctor or nurse?

If you need to be seen by a doctor or nurse you will be asked to come to the surgery. When you arrive you will have to come to the side entrance (up the ramp) and speak to the receptionist via the intercom.

When you get to the door you will be asked if you have a fever or cough. If you have either of these symptoms you will not be admitted to the surgery. You should go home and re-book your appointment or speak to a doctor on the telephone.

How safe is the waiting room?

If you arrive very early please wait in your car, if possible, until just before your appointment time. If it is raining or very cold you can telephone the receptionist and we will call you back when the doctor/nurse is ready to see you.

If you have to wait outside the door please respect the social distancing rules and remain 2 metres away from other people. There are notices on the ramp reminding people of this.

If you have mobility difficulties or cannot stand for long please let the doctor know and we will let you in to wait in the waiting room. There should only ever be one or two people in the waiting room and there is plenty of space for social distancing.

The waiting room is cleaned every day.

Do I have to wear protective equipment?

The doctor or nurse you are due to see will meet you at the door with PPE (gloves, mask + apron) which you will be asked to wear. The clinician will also be wearing PPE. After your appointment you will need to remove the PPE and place it in a clinical waste bin by the door in the waiting room.

The clinicians are given time in between appointments to clean their room.

What if I have symptoms of a fever or cough and I need to be seen?

If you have these, or any other symptoms which may be concerning, and the doctor needs to see you, you will be given a late afternoon appointment. After seeing any patient who may possibly be infectious the clinic room will be locked and given a 'deep clean' before anyone else is allowed into it.

What appointments should I keep?

If you need to be examined by a doctor, the doctor will tell you to come to the surgery. You should follow the doctor's advice.

You should come for the following types of blood tests:

- to monitor warfarin levels,
- to monitor the effects of certain medications, e.g. methotrexate,
- ante-natal bloods during pregnancy,
- if the doctor is referring you to the hospital,
- if the doctor feels it is important.

The following appointments can still be booked and you should come for these:

- New baby/mother six/eight week checks (these are being done at 8 weeks with immunisations straight after)
- All baby/child immunisations
- Cervical screening smear tests
- Injections that need to be done regularly

I think I have a medical problem but I don't want to bother the doctor just now / am scared to come into the surgery because of the risk of infection.

It is essential that you talk to a doctor if you have any concerns about your health.

We currently have plenty of time for telephone consultations and are very keen that you don't delay in getting advice or medical care for any symptoms that are worrying you.

Many things can be managed without a face-to-face appointment, so please do call us to discuss your concerns with a doctor.

We are taking all possible steps to make the Red House Surgery as safe an environment as possible.

How can I get my prescriptions?

If you have medication that you get regularly on 'repeat' you can request it online via Patient Access, or by emailing our dedicated prescription email: capccg.prescriptions.redhouse@nhs.net

If you are not able to do this please telephone to speak to a receptionist or our clinical pharmacist.

If you need medication that is **not** on 'repeat' please telephone to speak to a doctor.

We are sending all prescriptions to pharmacies electronically. Please make sure we know which pharmacy you would like your prescription to go to.