

Mitcheldean Surgery

Newsletter

July 2020

The End of Tom's Daily Medication Delivery Service

Since the start of the Covid-19 pandemic, the Surgery has been running a special medication delivery service for those patients who have been shielding or who needed to stay at home due to illness, etc.

Tom has been out making daily deliveries, but given the relaxation of the lockdown rules from 1st August please note that this service will come to an end on **Friday 31st July 2020**. We are confident the measures we have in place make the Surgery a safe environment to come into so that those patients who were able to collect their medication from us previously will feel safe to do so again.

The monthly medication deliveries to Huntley and Longhope for those eligible patients undertaken by Elaine will continue as normal. If you currently receive your medication via the monthly service then you do not need to do anything.

We ask that when you do come into the Surgery to collect your medication that you wear a face mask or face covering, use the hand sanitiser located on the doors, and to follow the 1 in, 1 out procedure currently in operation.

Ordering and Collecting your Medication - Please allow 1 week between ordering and collecting

Given the current high demand we are experiencing, we ask that you allow 1 week between ordering and collecting your medication. This will ensure we have enough time to process your request and resolve any queries that might arise, either with your GP or if you have recently been seen by the Hospital. This also gives us time to order in for you any items that are out of stock, and for your medication to be physically made up, bagged and checked.

It's quick and easy to order your medication online using your SystmOnline account. If you don't already have an account you can request one online via our website— www.mitcheldeansurgery.co.uk (Prescriptions and Medicines). You can also submit your request directly on the website, or you can sign up for the NHS App. We regret we are unable to accept requests for repeat medication by telephone.

The Dispensary are still open for longer to spread the footfall throughout the day. Please note we continue to ask patients visiting the Dispensary to wait outside and to follow the 1 in, 1 out system currently in place— all socially distanced, of course.

Thank you for your co-operation.

Contact Us

Mitcheldean Surgery, Brook Street, Mitcheldean, Glos, GL17 0AU

Tel: 01594 542270: Option 2 for Reception, Option 3 for the Dispensary, Option 4 for the Medical Secretaries

Website: www.mitcheldeansurgery.co.uk

If you have any comments regarding the Surgery, please send these to us via the Contact Us page of our website, or contact Gayle Sykes, Practice Manager, on 01594 545320.

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Appointments at the Surgery

Throughout the Covid-19 pandemic we have been seeing patients face to face. We will continue with this—here's a reminder of our process:

1. The patient contacts the Surgery and outlines to the Receptionist why they wish to see/speak with a GP.
2. The GP triages the call and rings the patient to ascertain whether they need to be seen or if the issue is suitable for a video consultation or telephone call.
3. If the GP wishes to see the patient in person an appointment is made in a slot for a face to face consultation. These are arranged at intervals to avoid having too many patients in our waiting room at any one time. This is to protect both patients and staff. We ask that when coming to the Surgery, wherever possible patients should come in on their own.
4. Your GP will tell you which room you will be seen in. This may be the usual consultation room via the Surgery front door, or in one of our basement consultation rooms at the rear of the building. There is direct access into the basement rooms from the car park, and there will be a sign in the window advising which room is in use. The decision as to which room will be used is based on the patient's presenting symptoms and whether the GP feels the patient may have a contagious illness.

We are abiding by strict infection control protocols and patients are being seen where appropriate so that the area can be cleaned after each consultation. We want to avoid having anyone with contagious symptoms in our main waiting room to reduce the risk to all.

Changes to Morning Blood Test Clinics

Our morning blood test clinics are now being held in one of our basement rooms. As patient contacts have increased, we are using our entire building to our advantage and reducing footfall and contact wherever possible and spreading people out. From the 6th July 2020 patients arriving for a blood test in the morning are being asked to use the entrance at the rear of the building and the Nurse's room is sign-posted to the left. There is a small waiting area but we hope only one person will ever be in it—1 in, 1 out.

For all appointments, we are encouraging all our patients to arrive on time, this reduces exposure in our waiting rooms and contact with others. Our patients generally like to arrive 10-15 minutes before their appointment so we are trying to avoid this. Patients arriving too early for their morning blood test may be asked to wait outside or in their car until their appointment time.

Queries or Concerns

If you have any queries or concerns regarding the arrangements currently in place at the Surgery, please do not hesitate to contact us. You can send us a message via our website: www.mitcheldeansurgery.co.uk, and we will respond to your queries.

Thank you for your co-operation.