

## Newsletter Summary

### Contacting the practice

- We are sorry that patients often have difficulty getting through on the telephone. This is because of extremely high demand and because staff time and telephone lines are often occupied by contacting patients about Covid vaccinations.
- To avoid long waits and overloading the telephones, please try one of the following online options if you can:
  - Practice website – click **GP online**, then **Consult with your doctor online**. Then click on purple text “You can contact us ... by clicking here”. Then click on **General health query** at right of page, which leads you to a form to fill in. The practice will contact you within 2 days. *Patients have found this works well.*
  - We are trialling making some advance (non-urgent) appointments available through Patient Access and the NHS App: so it is worth checking these sites.
  - Blood test appointments can be booked online.
  - We will be increasing the number of patients allowed in the waiting area to 10.
  - Patients will be able to access reception for queries but we prefer phone or online queries.

### Appointments

In line with BMA advice, we are taking a cautious approach to relaxing measures.

- All initial appointments will continue to be by telephone and most will be same day appointments
- If the clinician thinks it necessary, we will make a face to face appointment. These are limited because of the need to clean rooms and change PPE between patients.
- Appointments with nurses for dressings, blood tests, injections, smears etc do not require a telephone consultation first and can be booked directly with reception.

We ask patients to be polite to reception staff. Staff will end calls with patients who are rude, and abusive patients will be removed from our register.