



5th October 2020

Update on new ways of working during the Covid pandemic

To All our patients, your health and safety is our greatest concern:

We acknowledge that these are difficult times for everyone. Whilst we are open for business and have been throughout the Covid pandemic we cannot protect our patients and staff if we allow a return to previous ways of working.

The first point of contact is now via the telephone. Patients will be assessed remotely (by phone or video consultation) to ascertain if they need a face to face appointment.

Please do not attend the surgery in person unless invited to do so due to the Covid risk.

We cannot return to pre-Covid working practices allowing people to come to the surgery uninvited or for the same amount of routine face to face appointments as we cannot effectively socially distance and this considerably increases the risk of Covid infections.

The more people who visit the surgery the higher the risk of passing on Covid to the more vulnerable members of the population. This is because otherwise well people can carry this virus with very mild symptoms.

Therefore, we need to prioritise attendance to our patients with the greatest need i.e. those with cancer symptoms, those with serious life-threatening illness, the acutely unwell and those with uncontrolled conditions that put them at high risk of complications should they contract Covid and they need to be able to access health care safely.

We have taken these steps to make our Practice a safe environment for everyone, in line with current medical advice and to protect our community.

People with Covid symptoms who need to access healthcare will still be able to do so and we have developed a separate safe site away from our main surgery but still in the same building to do this. Patients with Covid symptoms must not attend North Shore Surgery.

If you have a long-term condition that is stable with no new issues your face to face review may be postponed during the pandemic. If you have concerns or new symptoms you will still be able to access medical or nursing care as appropriate, but this may not necessitate a visit to the Practice.

We will continue to maintain access to all essential services e.g. flu vaccinations, childhood immunisations and cervical screening and it is safe and important that you attend.

Our nursing team are reviewing our patients with the highest risks and inviting them to access care as appropriate please act on these invites.

Thank you for your patience.

Janine Deakin and Dr M Williams on behalf of North Shore Surgery