

Dr M Siddiqui- Walnut Way GP Practice

21 Walnut way, South Ruislip, HA4 6TA

Tel 02088454400

TELEPHONE TRIAGE

FROM MONDAY 16TH March 2020

Dear All.

In view of current COVID 19 situation and in line with national recommendations the Walnut way GP Practice will be starting TELEPHONE TRIAGE from Monday 16th March 2020.

These are unprecedented times and we are trying our level best to keep the service running safely and effectively for the benefit of everyone.

Your help and co-operation will be the deciding factor in how successful we are in our endeavours to be available and to continue serving your health needs to the best of our ability.

These measures are meant to enable us to continue working safely and effectively keeping in mind the vulnerable members of patient population.

The action we are taking is to minimise the possible spread of Coronavirus between people who come to the GP practice.

The TELEPHONE TRIAGE would mean any patient who will physically come into practice would have been spoken to first by a healthcare team member from the practice.

HOW TO BOOK APPOINTMENT

You will call the practice as normal and you would be allocated a time, just like a regular appointment, for a call back from practice.

Dr M Siddiqui- Walnut Way GP Practice

21 Walnut way, South Ruislip, HA4 6TA

Tel 02088454400

We also have the facility to carry out a Video consultation where required and possible- it will require a smart phone on both ends.

PRESCRIPTION REQUEST

- 1) You can place it in the red box outside and this will be dealt with in the usual manner.

Or

- 2) You can email your medication request to this email walnutway.surgery@nhs.net
 - Please allow **2 working days** for routine prescription requests. If the medication request is of an urgent nature, please call between 9 am-11am.
 - The email is for ROUTINE requests only- PLEASE DO NOT USE EMAIL IN CASE OF urgent medication requests.
 - If the medication request is of Urgent nature please CALL THE PRACTICE phone number- **0208-8454400.**

Finally I would like to thank you all for your support and understanding during these challenging times.

We are privileged to be able to serve you as your chosen GP practice and we assure you of all our efforts to be able to extend a safe and effective service to you and your family in the present situation.

With Best Wishes.

The Practice Team

Walnut Way GP practice