

PARKLANDS SURGERY

NEWSLETTER

April 2021



Opening Up

Whilst we have continued to provide a full GP service throughout the COVID crisis, we implemented a number of precautionary measures, over the last year, to protect our patients and staff. This included limiting the number of people in the surgery and closing the waiting rooms. These measures have kept us all safe and enabled us to continue providing a service.

Now that the Government is proceeding with its roadmap out of lockdown and with the ongoing success of the vaccination programme, from Monday 12 April, we will be opening up the surgery for wider access.

This newsletter aims to outline the arrangements that will be in place, although these may be adapted in the future as we learn from their implementation.

Appointment Booking

During the lockdown we introduced a triaging system which is overseen by our doctors. It is our intention to continue with this triaging system, as we see it offers great benefits. Requests for an appointment, be they by telephone, eConsult or in person, are added to a triaging list. Twice daily, this list is reviewed by our doctors who determine the level of urgency that the patient's concern needs to be dealt with. This may be for them to be dealt with that day or approximately seven days later or somewhere in between.

The advantage of this system means that those patients with a more pressing concern will be consulted with earlier than those with a less urgent concern, rather than everyone being dealt with on a first come first served basis.

A second advantage is that there is no longer the need to rush to make an 8.30am telephone call; calls made throughout the day will be added to the triaging list and they will be prioritised according to the condition rather than the time the call was made.

We continue to request that wherever possible, patients use eConsult to request an appointment. This gives the GP a lot of useful information ahead of the



appointment and leads to a much more efficient use of the GP's time. Those who are unable can still telephone the surgery to book an appointment. Our Receptionists will take details of your concern and this will then be put through the same Triaging process.

Please continue to use eConsult or the telephone to book appointments rather than coming to the surgery. This is so we can avoid too many people queuing at Reception and help us to answer phones quicker. You can access eConsult via: <https://www.parklandssurgery.nhs.uk/>

Remote Consultations

It is our expectation that a large proportion of GP and Nurse consultations will continue to be conducted remotely either by telephone or in some cases via webcam. Our clinicians will decide whether they need to see you as part of the triaging process or possibly as a follow up to a remote consultation.

Reception

Our Reception desk will be open and to avoid a build-up of people queuing through the entrance lobby and reception area, we request that all patients who wish to speak to a Receptionist, wait outside and follow the traffic light system.

The TV screen check-in system will be in operation in the Reception Lobby so patients who want to avoid the queue can check themselves in and proceed straight through to the waiting room.

Documents and prescription requests can be posted in the external post box to the left of the front door. **Wherever possible, we request that you contact Reception by eConsult or telephone to avoid a build-up of queues.**

Face to Face Appointments

If you have a face to face appointment booked please check in using the TV screen in the Reception Lobby or at Reception. Both waiting rooms will be available to use however we will continue to use our pager system so you can wait outside or in your car should you prefer to avoid a crowded waiting room. To obtain one of these pagers, you will need to check in directly with the Receptionist rather than using the check-in screen. When the buzzer sounds please make your way quickly to the downstairs or upstairs waiting room.



Whilst we will try to space the waiting room chairs as much as possible, we are unable to space them at two metre separation. Please bear this in mind when you choose your seat and at quieter times, sit as far away as possible from other patients.

Please:

- Wear a **facemask** at all times when within the building, unless you are medically exempt.
- Make use of the **hand sanitizer** in and around the reception area.
- **Attend on your own** if possible or with only one carer, parent, guardian or representative if necessary.
- Attend at the time of your appointment, please do not arrive too early.
- Try to **maximise your distance** from others within the building by, for example, stepping back to allow others to pass.
- Dress warmly as windows and doors will be opened to the waiting rooms.

Future Development

Early in May, we are constructing an outside seating area which we hope you will enjoy using rather than waiting inside.

Departure

After your consultation, you will be able to leave the building either through the front door or by the rear fire exit which will lead you directly to the car park. If you need to speak to Reception then, if at all possible, please wait until you are home and contact them by telephone or eConsult. If you need to speak to them directly, please join the back of the queue, outside the front of the building, to keep the reception areas clear for other patients entering and leaving.

Another Polite Request

Unfortunately our staff have continued to face rude and abusive behaviour by some of our patients. As previously mentioned, they all try their best to help but sometimes solutions are not immediately available – we continue to deal with excessive demand and a reduction in capacity because of COVID precautions.

Please treat our staff with the respect they deserve as they have worked very hard throughout this whole COVID crisis and have coped with a lot of COVID illness among our staff. They are continuing to work hard under very difficult conditions. Thank you.

Final Points

While we are all very pleased to be seeing an easing in the COVID restrictions, we must not forget that COVID is still present and we should continue to exercise caution. Please help us by only coming to the surgery when you absolutely need to. Remember there is a lot of self-help advice available including on our website and via eConsult. Your local pharmacy can also help with a lot of common complaints. If coming to the surgery please keep your distance from others and wear a facemask at all times.

Thanks for your continued support with using eConsult or the telephone to book appointments (or for other questions to Reception) rather than coming to the surgery.