

# Russell House Surgery

## Corona virus update

August 2020



## Seeking medical help *safely* from Russell House Surgery



We have made many changes over the last few months to ensure a safe environment for both patients and staff. The most effective way of stopping the spread of Covid-19 has been to reduce visits into the practice, these are the changes -

### Patient Access



If you are a Patient Access user, there is a tool called “**Online Consultation**”. This provides a list of subjects with a question and answer process to work through to get advice.



### All queries are being handled over the phone

including prescription and medication issues, to avoid overcrowding in the waiting room. *Using a nominated pharmacy also helps.*

## Our TRIAGE system [Triage means - *the identification of the needs of the patient.*]

- 1** Firstly, **call reception to book a telephone triage appointment** with an appropriate clinician. That triage call may lead to the doctor requesting photographs (using the text messaging system) or even a video consultation with you on occasions if it is possible.
- 2** If our clinicians feel that you do need to be physically examined they will allocate you a time slot and tell you exactly when to attend. Please stick to your allotted appointment time rather than coming in early.
- 3** **If you are asked to attend the surgery** - you must wear face coverings/masks. All rooms are cleaned down between each patient and appropriate PPE is worn by all staff at the practice.

We must maintain social distancing so when, very occasionally, the waiting room has more than 5 patients in it, you might be asked to wait outside or in your car until there is available space. We realise this is not ideal and we do attempt to stagger appointment times effectively to avoid this happening, which is why arriving exactly on time helps a lot.

## For our High Risk patients

It is vital that you can still access medical advice. We don't want you to sit in the waiting room so please stay outside in your car and inform Reception that you have arrived. We will then call you in when the room has been cleaned down and is available. This limits the time you are in the building and cuts down risk.

You can be reassured that our Primary Care Network has worked hard to keep Russell House as a “Green” site, which means we are able to keep the practice as Covid free as possible. Patients with Covid type symptoms are dealt with at a different site if a face to face consultation is needed.