

## **Long Bennington Medical Centre - How to access facilities and remain safe**

As you are all aware, we have been operating under rather unusual circumstances recently and have needed to severely restrict access to the Practice. As part of the move towards returning to normal activity, we are looking to resume some of our more routine procedures.

A large part of our work now has to be carried out via total triage. This in effect means that we will continue to operate a telephone/online triage system in the future in order to assess your medical request. The telephone triage system is called askmyGP and our Reception staff are more than happy to talk you through how to use it. We may be able to undertake Video consultations in the near future.

If after your initial triage the Doctor thinks you do indeed need to be seen here at the Practice, the Dr will inform you of your appointment time.

When attending the Practice for any reason we would recommend that patients follow the Government guidance and wear a face covering. You will find that our staff will also be wearing face coverings/masks.

In order to comply with social distancing protocols and ensure that we maintain good infection controls processes we have introduced strict 2 metre distancing. There are now clearly marked foot markers in the lobby and waiting room which are positioned in order to direct you via the safest route. We have clearly marked chairs with signs asking you not to use them in order to maintain a safe distance between patients who do need to use the waiting room.

We will have to restrict the numbers of people in the waiting area and will be operating a one way system. In the waiting room there is a one way system in operation. If you have seen a clinician you will need to follow the yellow foot markers around the waiting room to the front door or back to the Reception desk.

If you are given an appointment we would ask that you don't turn up too early and if you do, that you wait in your car until a few minutes before your appointment.

**We are now undertaking the following activities:**

8 week maternity and baby checks (these will be done at the same time in order to keep you to a single visit)

Blood tests

Childhood Immunisation clinics

Cervical screening

24 hr BP/ECG monitoring at the request of a GP

Disease Management reviews – please speak to a member of our Reception team who will advise you whether your review will need to be via a telephone call or an appointment with a member of our Nursing team

B12 injections

Doppler scan – only at the request of a GP

Women's Health Clinics (all procedures other than swabs)

**Home Blood Pressure monitoring** – we would advise that the monitors are shared use pieces of equipment and whilst we clean each monitor/cuff on return we appreciate that patients may wish to purchase their own monitor. We are currently looking at providing a short video clip showing patients how to correctly take their own blood pressure.

We will keep patients informed of any further changes and updates.

We will slowly but surely resume our normal activities but will be operating in a different way than you have been used to for the foreseeable future, however nothing about the standard of care we offer you will change. We will still do our utmost to provide the best care we can albeit in a slightly different way.

To those patients who don't have any access to online facilities, please don't think we have forgotten you, we haven't. You can of course, still ring and speak to our Reception team who will happily help you access the facilities you need.

We would like to thank you all for your patience and understanding to date and for your continued support in the future.

Drs Longfield, Watson and Montague