**Practice Update – 24th June 2020**

In response to the Coronavirus pandemic The Albion Surgery has had to modify its operating model to ensure we are able to maintain patient and staff safety in line with local and national guidelines.

**Appointments**

At present all appointment requests and medical queries should be submitted via e-Consult and will be triaged by our clinical team. An e-consult is helpful to the practice team as it allows your problem to be triaged effectively and dealt with more efficiently. In addition you do not have to wait on hold to the practice and can submit these outside of practice operating hours. Many problems can be dealt with outside of an appointment.

We have a designated team triaging effectively all e-Consults throughout the day therefore, you do not need to submit repeated e-Consults or phone reception to check whether your e-Consult is being dealt with.

The e-Consult can be completed on line by clicking on the banner ‘consult our Doctors on line' below and by clicking get started at the bottom right of the banner

If you do not have access to the internet and need help in completing an

e-Consult please contact a member of the reception team who will arrange for a member of staff to support you in completing this over the telephone.

If you have any questions please contact a member of the reception team who will be happy to answer these.

Where possible we will try to manage the problem remotely using telephone or video consultations but in the event a face to face assessment is required this will be on an invitation only basis.

At present we must ensure reduced physical presence in the building to protect the most medically vulnerable who require physical assessment and maintain social distancing.

**Face Masks/Face Coverings**

If you are invited to the surgery please make every effort to wear a face covering at all times and although we would prefer you to come alone if you must have someone accompany you then they should also wear a face covering.

**Prescription Requests**

If you have a prescription request please submit this by using our online services If you do not have access to a computer, please ask a friend or relative to help you. If this is not possible, please post through the letter box or as a last resort, telephone the practice. We have been inundated with prescription requests and together with the local chemists are working extremely hard to process these as quickly as possible.

Please note we do not take prescriptions requests over the phone.

Our operating model will change as the nature of the pandemic changes and will update when necessary.