

Clifton Medical Centre – Coronavirus Update 20/03/2020

Due to the predicted escalation of Coronavirus/COVID 19, and after working through the advice from National Health guidance, we have had to make some difficult decisions about how we operate over the coming weeks.

Whilst we appreciate that there are no confirmed cases in our practice, we have decided that our response should be done early, in a planned way, rather than having to react to a worst case scenario.

Our priority at this time is to protect our patients and staff and maintain the integrity of the service we offer to ensure that as far as possible we can continue to care for our patients. This will unfortunately come at the expense of making changes in the way that we operate. It is being done for the greater good of everyone but we apologise for any inconvenience it may cause and we hope that you will understand the reasons for this decision.

We need to reduce footfall through the practice and will be undertaking as much as we can via a telephone or video consultation. We need to prioritise urgent and essential over routine care during this difficult time. This may mean that some appointments will be cancelled. All existing pre booked appointments will be changed to telephone consultations. Relatives and friends will be asked not to attend/enter the building where possible.

We are not alone in our decision; many other surgeries have made similar changes.

Please can we make a plea to you not to call the practice if it is not essential. We have a limited amount of phone lines and our clinicians need these to be able to contact patients.

Please can you kindly share this information with family and friends who may not be aware.

Please see information below and how it may affect you:

Prescription requests: We are encouraging patients to sign up online via the Rotherham Health App so that these can be completed electronically. <https://rotherhamhealthapp.com/splash>

If you don't have a nominated pharmacy on your records, you will have received an SMS message if we have an up to date mobile number for yourself asking you to nominate a pharmacy as a matter of urgency. If we don't have a mobile number on your records I would urge you to contact us to update your records asap and nominate a pharmacy.

If you still have paper prescriptions, you may have received a call informing you that your prescription will be sent electronically and asked for a nominated pharmacy, where we have been unable to contact you we will allow you to come into surgery to collect your prescription on one occasion.

Any new prescription requests will be sent to a pharmacy.

Please order your prescription via the Rotherham App or telephone; please do not come into surgery to order a prescription.

A number of patients are requesting prescriptions early or extra supplies, unfortunately we are unable to issue extra supplies and prescriptions will continue to be issued when they are due.

New registrations: please download forms from our website and send them via the website.

Fit (Sick) Notes: Please follow Government guidance regarding this

<https://www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19/covid-19-guidance-for-employees>

We will continue our webpage with any further updates

Please refer to the following link for up to date information on coronavirus:

<https://www.gov.uk/government/topical-events/coronavirus-covid-19-uk-government-response>

Thank you for your support and understanding

Clifton Medical Centre