*To make an appointment to see a Doctor, Advanced Nurse Practitioner or a member of the Nursing Team at the practice please telephone and speak to a receptionist.*

*Tel: 01924-822328*

***Appointments with a Doctor or Advanced Nurse Practitioner***

All appointments will be triaged by a clinician to mitigate the risks associated with potentially infected patients attending the practice. The clinician may assess that your condition can be managed by either a telephone or video consultation.  If a clinician feels that a face to face assessment is required they will arrange for you to come to the practice to be seen. **We continue to see patients face to face when clinically necessary after a telephone or video review.**

When attending your appointment: To gain access to the practice please press the BUZZER situated on the wall to the right hand side of the main entrance door when approaching the building.  Please use this intercom system to speak to a receptionist who will book you in for your appointment. You will only be allowed access to the practice if you have a pre-booked appointment.  **All initial enquiries will continue to be dealt with over the telephone**.

**When attending for any pre-booked appointment with please follow the guidance below:**

* **Wear your own face covering or mask**
* **DO NOT enter the premises if you have any symptoms of Coronavirus**
* **Attend alone wherever possible**
* **Attend on time, so you are not waiting outside the practice**
* **Use hand sanitiser on entering and leaving the practice**

***Practice Nurse and Health Care Assistant Appointments***

We continue providing nursing services such as, blood tests, childhood immunisations, cervical cytology (smears), contraception services, wound care, B12 injections and Long Term Condition reviews.

***Midwife Appointments***

The midwife will is seeing patients at Stanley Health Centre.

**Prescriptions**

If you have a regular repeated prescription this will continue to be issued at the same intervals as usual. **You do not need to order earlier than usual**. You can order medications ONLINE, if you have registered for this service, or by posting your request in the post box outside Stanley Health Centre or by telephone. Most prescriptions are now sent electronically to your chosen pharmacy this prevents you having to visit the practice to collect it in person. For those who currently use this service this will continue as usual (Electronic Prescription Service). This is the simplest way to manage these requests and it will reduce the strain on our services so please use this wherever possible.

For the few items which we are not able to send electronically we will contact you to advise where you can collect your prescription from.

To implement these minor changes and during this time of transition we kindly request you allow us up to **2 working days** to process your requests.

**Samples**

Samples requested by a clinician can be put in a locked cabinet inside the lobby.

**Fit/Sick Notes**

If you live with someone who has symptoms of coronavirus, you can get an isolation note to send to your employer as proof you need to stay off work.

                         Go to <https://www.nhs.uk/conditions/coronavirus-covid-19/>

**You do not need to get a note from your GP**

If you are off work for other reasons you should contact the surgery by telephone to request a continuation of your current ‘Fit / Sick Note’ or use **GP Online Service portal** (see link above)

If you are off work due to a new illness that is not coronavirus and you require a 'Fit / Sick Note' for your work you should, after self-certifying for the first 7 days, ring the practice and you will be triaged by one of our clinical staff.

Online Appointment Bookings have been temporarily suspended