

Coronavirus and Changes to our Walk-in Service

Due to the current significant increase in demand for NHS services as a result of the Coronavirus (Covid-19), we have developed the following strategy to protect our patients, our staff and the services we offer.

The Surgery will be changing how you access GP and Nurse support from Tuesday 17th March 2020 until the situation changes. There will be no Walk-in service or Sit and Wait.

Please do not turn up at the surgery as you will be asked to go home and phone us.

These measures have been put in place to limit the spread of this virus.

If you or your child has a fever, cough or breathlessness please visit the NHS 111 website:

<https://111.nhs.uk/covid-19>

If you do not have access to the internet, please call 111.

If you **do not have the above symptoms** and think you need to see a GP please telephone the surgery between 8:00 and 10:00am and 15:00 and 16:30. You will need to give a brief description of your symptoms to the receptionist to assist the GP when calling you back.

The telephone lines will be busy and we will answer the calls as quickly as we can, so please be patient with us. The response from a GP may not be immediate but a GP will get back to you during the course of the day so we need a number that we can call you back on.

If the GP needs to see you because they cannot deal with your problems over the telephone you will be offered an appointment with a GP.

Updates will be posted on our website: www.hollytreesurgery.com

Dispensary

The dispensary will be open as usual [8:30 am to 12:30 pm and 2:00 pm to 6:15pm Monday to Friday]. Please do not phone the dispensary as the lines will be busy dealing with the triaging of patients. There has been a noticeable increase in early requests for prescriptions which is adding pressure and causing a back log, so your repeats may take longer than 3 working days to process.

In the unlikely event that the Dispensary has to close due to the Corona Virus repeat medication will be electronically sent to one of the local chemists and you will be informed accordingly.