

The Glenfield Surgery

Patient Participation Group



PPG Newsletter March 2020 Special Edition Coronavirus COVID-19

We are all too aware of the impact that the Coronavirus is having on our lives at the present time and is likely to for the weeks and months ahead. The highly contagious nature of the virus has meant that the Practice has had to place restrictions on patients visiting the surgery.

Things are changing daily and the Practice is doing their best to keep up with the changes.

We are experiencing a high volume of calls each day.

We are now booking all appointments on the day and they will be triaged by the doctor first. If the doctor feels the patient needs to be seen, then the doctor will invite them down to the surgery.

Some nurse appointments are going ahead for reviews that can be done over the phone or smears, bloods, INR etc.

The open access blood test clinics on Wednesday and Friday mornings have been temporarily suspended. If you need a blood test you should telephone reception for an appointment.

We are taking advice daily as things progress.

The current situation is an extremely serious one, not only for our country, but for the world at large. Our essential services are being pushed to their limits, particularly the NHS. Your co-operation with the surgery at this challenging time will be greatly appreciated.

The Practice has sent text messages out to patients advising them of these changes but not all patients have mobile phones so there is no guarantee that all patients are aware. Can I ask you, therefore, that if you know a patient at the Practice, you make them aware of this.

Many thanks and stay safe - PPG