

Walford Mill Medical Centre

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Practice Procedures and Services – COVID19

Dear Patient

As a Surgery, we are committed to providing you with the best care possible, and as the country starts to move forward during these uncertain times, we have had to make some changes to the way we operate for the safety of both our patients and staff. We want to thank you for your patience as this inevitably means some things could take longer than they used to.

We hope you will join us in thanking our incredibly committed Team who have worked extremely hard throughout the pandemic and continue to do so. We have been advised that the operating procedures we have adopted should remain in place for the foreseeable future to avoid a surge of cases in Dorset.

Please do continue to self-manage at home for minor illnesses, however, if you need us our Team are here to help you.

GP practices must manage patients at home by telephone or video wherever possible. You will be booked a telephone call unless our team advise you differently.

If you are asked to attend the practice you must:

- Ensure you and your household do not have COVID symptoms prior to attending.
- Bring and wear a face covering during your visit.
- Use the door intercom system and wait in your car or in the car park. Our Waiting Room is closed for your safety.
- Adult patients are to attend alone where possible (except for formal carers).
- Children may be accompanied by one parent / guardian only.

You can:

Complete an **E-consultation** with us via www.wimbornegp.co.uk

Pre-book a telephone consultation with a GP or Nurse by telephoning **01202 886999**.

Email administrative queries to walford.mill@nhs.net

Order your prescription online or email us at walford.mill@nhs.net

Join our automatic electronic ordering system (ERD) if your medications are suitable. This is fast becoming the default way to manage repeat prescriptions as it removes the need to place an order when your prescription is due. This is beneficial to both patients and the practice.

Essential injections, blood tests, cervical screening and child immunisations will be going ahead as planned, however, please make sure you follow our guidelines on attending the practice above.

Additional professionals available to you:

We aim to offer you the right service at the right time and therefore our Care Navigators may signpost you to other professionals rather than a GP.

- **Social Prescribers** can connect you to community groups and agencies for emotional and practical support.
- **Pharmacists and Pharmacy Technicians** can help answer questions regarding managing medications. You should continue to contact your chosen pharmacy with any questions regarding your medication orders or delivery.
- **Teenage Counsellors** can offer support and counselling to any teenager registered with the practice.
- **Smoke Stop appointments** are available with our Long Term Conditions HCA who is trained to support and mentor you with stopping smoking.
- **Physiotherapy assessments** can be accessed by phone to offer advice and exercises for joint pain and muscular pain.
- **Health Coaching** can be booked by any adult with a long-term condition who needs additional support to help manage their day to day lives (non-medical).

COVID Testing

Don't forget, if, at any point, you think you have developed symptoms of coronavirus, such as a new, continuous cough and/or high temperature (above 37.8 °C), loss of or change in your normal sense of smell or taste, you must self-isolate and book a virus test by visiting www.nhs.uk/coronavirus. Those unable to access the internet can call 119.

Antibody Testing

Dorset Clinical Commissioning Group are not offering antibody testing to the general public until further notice.

Yours sincerely

WALFORD MILL MEDICAL CENTRE