



The Alresford Surgery
Station Road
ALRESFORD
Hampshire
SO24 9JL
Telephone: 01962 732345
Website: www.alresfordsurgery.co.uk

COVID-19: Our surgery plans and how this will affect you

If you have had any contact with the surgery over the last week or two, you are likely to have noticed a marked difference in the way things are being done. We have done this to minimise face to face contact between patients and staff, limit the spread of the Covid-19 virus and keep our practice team and patients as well as possible. The information below shows you how we plan to operate over the coming weeks:

Making an appointment

- Our GP practice has now moved to a total triage system. This means that all requests for appointments must be made via the phone 01962 732345.
- Each request will be passed to a doctor for assessment. You may find that we treat you by phone, by video link, or we may ask you to come to the surgery;
- Access to the surgery premises will only be if you have been asked to do so and there will be clear arrangements discussed with you as to how we can safely do this. Please do not come to the surgery unless you have been specifically asked to do so.

Repeat prescriptions

- We may have already contacted you to collect paperwork and prescriptions and we aim to complete this in the usual 72 hours (3 working days)
Please assume that your prescription will be ready to collect or be delivered after 72 hours **unless** you are contacted.
- Please avoid telephoning the Dispensary **unless** absolutely necessary due to intense pressure in which the team are current under.
- If you are able to, please continue to use www.patientaccess.com or the [NHS App](#) to order your repeat prescription. You do not need to come to the surgery to register to do this;
- If you cannot order your repeat prescription any other way, then you may deliver this through the outside surgery letter box - this can be done without accessing the reception.

How can you help?

- Please be patient - our phone lines are very busy;
- Please assume that your prescription will be ready to collect or be delivered after 72 hours **unless** you are contacted.
- Please avoid telephoning the Dispensary **unless** absolutely necessary due to intense pressure in which the team are current under.
- Do you have a condition that you can treat at home? If you do then please try to do this with advice from [NHS online](#) or your local pharmacist;
- Do you simply need general advice? If you do, can you call 111 for this or visit our website to access E-consult www.alresfordsurgery.co.uk
- If you think you may have Covid-19 **DO NOT** go to a GP surgery, pharmacy or hospital. Use the NHS111 Online service to find out what to do next: 111.nhs.uk/covid-19;
- If you feel you need to see a doctor for non-Covid-19 symptoms then please call 01962 732345 and we will discuss your needs;
- Please help the receptionist by giving them as much information as possible and answer any questions they may have. This will help us prioritise calls and have the right clinician call you back.
- Have you nominated a pharmacy for the transmission of electronic prescriptions? This will prevent the need for either you or pharmacy staff from coming to the surgery. The nomination of a pharmacy can be done via your online app or speaking to your pharmacist or GP surgery directly.
- You can e mail the practice at admin.alresford@nhs.uk
- Please check our website for updates www.alresfordsurgery.co.uk Facebook <https://www.facebook.com/AlresfordSurg/> and twitter regularly <https://twitter.com/AlresfordSurg>

We do anticipate some staff shortages due to isolation and sickness and aim to continue to give you the best possible care at this difficult time.

We appreciate your continued support.