

THE MOORINGS MEDICAL PRACTICE

NEWSLETTER

PROCEDURES DURING THE COVID-19 PANDEMIC

June 2020

Since our last newsletter we have had quite a few changes. As we told you previously, we have merged the administration of the practice with Keston Medical Practice but we have maintained our normal working practices.

APPOINTMENTS

During the Covid-19 pandemic we are endeavouring to follow the Government's advice on social distancing. We are restricting footfall into the surgery therefore all GP appointments are being conducted over the telephone. These can be by video link if the doctor needs to see something. If the doctor does need to see the patient, this can be arranged. The nurses are able to see patients face-to-face but will have fewer appointments per session as they will need to clean their room after each person.

We have a new system in place called "Doctorlink". This is an App that can be downloaded onto your Smart phone. The system takes you through a series of questions which will direct you to the appropriate service. The "Patient Services" service has been suspended for the time being but this service will be reinstated at some point in the future.

STAFF CHANGES

- Dr Nyla Ayub joined our team in October
- Mrs Tejal Patel joined in December as a clinical pharmacist

- Ms Julie Watson joined in April. She will be taking over some of the duties of the practice manager

NEW SERVICES

- Melissa Cameron is a social prescriber
- Eleanor Capp is a paramedic
- First contact physio

PRESCRIPTIONS

Prescriptions **MUST** be requested in writing, preferably by email. We will not accept a request over the telephone and would prefer not to receive pieces of paper through the letterbox, although we do understand that this is not possible for all patients.

Please use our email address or log onto our website www.mooringspractice.co.uk and follow the link for repeat prescriptions. When you reach the page with a paper bag showing, go to the text to the left and click on "click here" to use the form for your request.

RECEPTION

In order to comply with social distancing, we only have two members of staff in the reception area. If you come to the surgery press the intercom button on the door and one of the staff members will speak to you over the phone. If they don't answer immediately please be patient, they are not ignoring you, they are probably on the phone talking to other patients. Should you need to gain access, they will buzz you in.