

In light of the recent government announcements we wanted to reassure you that we are here to help support you during the difficult winter ahead. We have provided an update below on all the main services offered by the surgery and we hope you find this information helpful.

We only have a small waiting area, so alongside other public services and shops we have had to make changes to how we operate to ensure we provide a COVID safe, socially distanced environment for you to attend, with limited numbers of people in the building at any one time. We appreciate this can be frustrating but it means that if you need to attend the surgery after you have spoken with a clinician, you are in a safe place, so please do not put off contacting us if you are unwell or have health concerns.

### **Contacting Evelyn Medical Centre ☎ 01433 621557**

Routine phone consultations with a clinician of your choice are bookable by ringing reception. The consulting clinician will arrange a face to face appointment in surgery if they are unable to fully resolve your concerns via phone or video.

There is an urgent same day assessment service for patients that are acutely unwell. Again the clinician will arrange to see the patient that day if needed.

Appointments for blood tests, immunisations, smears, and regular injections are still directly bookable by contacting reception on the telephone.

Routine healthcare enquiries and requests for sick notes and professional letters can also be requested by telephone or via email to [admin.emc@nhs.net](mailto:admin.emc@nhs.net) Our email account is monitored 9am-5.30pm Monday to Friday and we aim to respond within 48hours. Please do not use this for urgent enquiries.

Prescriptions can be ordered by telephoning the surgery after 10.30am, by using online services or from your chemist. If you would like to sign up for ordering medication online, as our phone lines are often very busy, all we need is your email address.

Prescriptions can be collected during normal opening hours: 8am – 6.30pm. However, if you are collecting controlled drugs please collect these by 5pm. We offer a prescription delivery service every Thursday so if you would like your regular medication delivered to you each month please contact our dispensary to arrange this.

Flu vaccination clinics will continue. If you have not yet had your vaccination please phone us to book your appointment. We still DO NOT know when we will be allowed to vaccinate the 50-64 age group who do not fall in an at risk group. As soon as we have the details, we will contact patients. Please do not call to enquire about this age group to help reduce phone calls.

### **Attending Surgery**

When attending the surgery for a confirmed appointment please ring the doorbell. Our reception team will then direct you to wait for the clinician.

Due to the change in seasons, it is vital that you dress appropriately for the weather and only arrive at your given appointment time to minimise your wait time outside the building. We have a marquee outside the building which we use for vaccination clinics but when not in use it offers shelter when waiting for medication or appointments.

We are sorry that our parking has been reduced due so that we can operate a safe queuing system for pedestrians. If you are registered disabled and need to park close to the front door, please let us know when booking your appointment and give us your vehicle registration plate and we will try to facilitate this.

Please help us to keep everyone safe by:

- not attending the surgery with any COVID related symptoms or whilst you are self-isolating, unless you have been directly requested to attend the red/isolation area of the surgery
- maintaining social distancing whilst waiting in or outside the building.

And finally, can we please ask for your understanding at this difficult time. Our staff are working flat out to keep services running but they are human too. Our staff and their families also get sick or have to self-isolate. NHS staff are not immune to COVID. Many staff are still exhausted from the tireless work from the first wave, and often we are running on skeleton staff because of COVID related sickness or isolation.

Above all please be kind; this is a time for our community to stand together and for us all to look after one another.

Stay Safe

Evelyn Medical Centre