



suttertonsurgery

Step by Step Guide to Face- to- Face
Consultations During
COVID 19

Welcome back

- We understand it has been a long and difficult time staying at home for the past four months, especially for our shielding patients.
- We hope the short video on our website will help you if you have to attend the Practice for a face to face consultation with either the Nurse or the Doctor.
- Please note that the majority of our contact will still be telephone triage and on-line, either by video link or Q Doctor.

Arriving at the Practice

We are **continuing to socially distance** and would ask you to take notice of the safe distance marked out around the practice.



We recommend that you **wear a face mask or face covering**, such as a scarf, when you attend. The GP/Nurse will also be wearing protection when they treat you.



- For appointments, please **knock on the main front door** and we will answer as soon as possible.
- Please **do not arrive too early for your appointment** as we will not be able to admit you to the surgery as it will be a strict “one in, one out” policy.
- If it is very bad weather, please stay in your car, and ring us to say you have arrived. If you don't have a mobile phone, please advise us which car you will be in and we will collect you.

- You will be met by a member of the reception team who will ask to **take your temperature**, and ask you to **sanitise your hands**.
- You will be guided to either the Nurse Treatment Room or the GP's Clinic Room.



- After your consultation, you will be **guided to the back of the practice** by the receptionist, again asked to **sanitise your hands** and taken to the back door.



- Please **do not ask to collect your prescription from reception**, as we are trying to limit the patient footfall in the building.
- **We will take your medication to the “Waiting Room” window**, please see next page.

Collecting Your Prescription

- We have an efficient system in place for the collection of medicines and ask that you **knock on the “Waiting Room” window** and we will bring your prescription to you.
- Again, please **socially distance** and be mindful of other patients.



Thank you

- Thank you to you all for your patience, consideration and kindness during this very difficult time.
- The course of this pandemic has been difficult, with the UK having one of the highest death rates in the World. Keeping our elderly patients, particularly those with medical conditions, safe at this time has been challenging but successful.
- We hope this short guide goes a small way in helping you get back to some semblance of normality and would like to reassure you that we are business as usual, as far as we can manage.

Dr Andrew Hughes