Firstly all COVID-19 concerns should still be routed via the NHs website initially or 111 if unable.

The Surgery is functioning between the hours of 8am & 6pm, with the telephone lines open during this period of time.

Our doors remain closed to enable us to manage risks on behalf of staff and patients.

We are able to deal with urgent medical needs that cannot wait, initially this was for a short period of time however as lock down continues, what may not have been urgent does become so. We are unable to process routine referrals to Hospitals and this will remain the case until those clinics open again.

If you have an acute medical need, we ask the you use the on Line Symptom checker on our Website – Dr link, that can help to direct you to the most appropriate place.

If a GP appointment is appropriate, these can be booked by calling reception on the main number. You will be allocated initially a GP telephone slot which with your agreement with the GP they may convert to a Video appointment so that they can see you and the issue. If they feel you need to be examined, they will invite you to attend the surgery having screened you first for COVID symptoms, and ask that you wear a face covering. You will be told which door to present yourself to (as currently there are entry points depending on the individual circumstances). The clinician will be wearing PPE and will great you, they will take your temperature and ask you to use hand sanitiser. You will be at the surgery for the examination only as the main part of the consultation will have already taken place.

The Practice Nurses are carrying out essential activities such as baby Immunisations and essential vaccinations, and essential dressings, medically required smear tests. General advice is being given over the phone for Conception.

The work not currently being carried out fully are the annual health reviews unless deemed as required such as Diabetes and Asthma reviews.

Phlebotomists – are carrying out Blood Tests as requested by the GPs and for high risk drug monitoring.

Midwives – are running clinics for pregnant ladies.

All with appropriate controls to minimise risk of infection.

Prescription requests – we are asking patients to request prescription on line in the usual way or over the email [admin.mmp@nhs.net](mailto:admin.mmp@nhs.net). All prescriptions will be sent electronically to the pharmacy of choice, or if you have not nominated a pharmacy you will be given a barcode to provide any pharmacy with who will then be able to draw your prescription down from the spine and issue to you.

If you cannot do this, there is a black post box on at the front door of MMP.

We ask that if in doubt, please call the surgery and we will be able to advise and support you accordingly, especially our vulnerable adults and children.

We have a COVID-19 page on our website and will use this and our facebook site to promote advice and share information

We will remain working like this for the immediate future, however are currently planning how to manage opening our doors and controlling access appropriately when the hospital clinics start to function, and when it becomes unsafe to postpone annual health reviews any further.

<https://app.doctorlink.com/monkfieldmp/register>

<https://www.monkfieldpractice.co.uk>

<https://www.facebook.com/MonkfieldMedicalPractice>

[www.111.nhs/ukcovid-19](https://mysurgery.zendesk.com/agent/www.111.nhs/ukcovid-19)