

EMSWORTH SURGERY URGENT QUACK

Emsworth Surgery stands ready to help our community throughout the COVID-19 global pandemic. We remain FULLY OPEN Monday to Friday 0800 – 1830 as normal.

Firstly we have had to adapt the way we work in order to reduce the number of potentially infected patients attending the surgery.

1. We will be operating a 100% telephone triage system. This means there are no pre-bookable or routine appointments
2. We encourage patients to use e-Consult to consult your doctor online - expecting a response within 72 hours. This is especially useful for ordering repeat medications, requesting sick notes
3. We are now offering video consultations which we expect to grow over the come weeks.
4. If after speaking to your doctor, we may feel it's best to see you face to face, in which case your doctor will offer you an appointment .

Please consider if your request could wait until our health system is under less pressure. If it cannot wait then we will do our absolute best to help (either phone or face-to-face) with any of our clinical staff.

The best way to access what you need is online via our practice website

<http://www.emsworthsurgery.co.uk>. Here you will find:

- Public Health England advice via [nhs.uk/coronavirus](https://www.nhs.uk/coronavirus) - here you will find helpful advice from UK Government, which leads the whole UK response to the pandemic
- E-consult link
- Options to request and manage all your medications online
- A host of self-care information which might mean you can find what you need from a pharmacy for example

You will also have to sometimes be flexible in travelling either Westbourne or Emsworth for your care. We will need to look at what services we run where to make sure we can deliver the best possible service to our community throughout the challenging weeks and months to come.

The situation is fluid, and we may have to make changes at short notice. We are very conscious that these changes will feel different to the services you are used to from us, and will be difficult for some, but we are confident this is the right approach.

To keep up to date regularly check our website <http://www.emsworthsurgery.co.uk> or follow us on social media - @DenbyWill or @ChinwalaAbu

Sincerely, and on behalf of

The Partners & The Whole Team

Emsworth Surgery

March 2020