

Park Lane Surgery

2 Park Lane
Allestree
Derby
DE22 2DS

Tel: 01332 552461
Fax: 01332 541500
www.parklanesurgeryallestree.co.uk

Dear Patient

The COVID-19 Pandemic is having an unprecedented impact on the NHS across the whole country, stretching services which were already under pressure. In Derby, General Practices are adapting to these new pressures on a day-by-day basis; reacting and implementing the expert advice and guidance from NHS England and Public Health England. It is, therefore, vital that patients understand that they will see rapid changes in the way that General Practice functions.

We have taken a number of steps to reduce the risks to both patients and staff and the following changes have been implemented with immediate effect:

- We have moved to a total triage system by phone or online through the practice website. Patients requesting an appointment will be booked a telephone appointment first with a clinician. If the clinician considers it is appropriate for you to be seen, they will offer you an appointment at an appropriate time.
- Access to the surgery is **only** by appointment or at the request of a member of staff – please do not come to the surgery unless you have been asked to do so.
- If you need to drop anything off at the surgery, please put it in the letterbox to the left of the main doors.
- We are only dealing with appointments on the day, no future appointments are available to book.
- Online booking has been disabled for the time being.
- Please follow NHS England and Public Health Guidelines for your age and health needs. If you have a new continuous cough or fever, however mild, stay at home for 7 days from when your symptoms started. Use NHS 111 online initially for advice and guidance.
- If you live with others and you or one of them have a new continuous cough or fever, then all of the household members must isolate at home and not leave the house for 14 days. The 14-day period starts from the day when the first person in the house became ill – PLEASE DO NOT ATTEND THE SURGERY.
- We will be offering very limited blood tests and phoning patients to ensure that they are safe to attend the surgery before they visit. Patients can visit www.uhdb.nhs.uk/service-phlebotomy-blood-tests/ for alternative venues.

- Please use our online forms for queries; these can be found at our website www.parklanesurgeryallestree.co.uk
- Routine Annual reviews e.g. Diabetic, Asthma Clinics etc., will hopefully be done over the telephone as much as possible.
- Smears, Immunisations, INR testing etc., will continue but a nurse will contact you by telephone first and if appropriate you will be given a face to face appointment later in the day.
- All prescriptions will be sent to a nominated pharmacy; there will be no collections from the surgery.
- We are recommending patients on repeat medications who are not signed up for online services to consider downloading the NHS App to their smartphone or tablet. Create an NHS Login so that hospital appointment letters can be sent electronically too if needed.
- Our website is being updated with the latest guidance and information daily.
- All patients with existing appointments are being phoned and if appropriate will be booked in with an appropriate clinician for triage.

This is a fast and constantly changing picture and we have to adapt daily. It is using a lot of manpower to organise and facilitate these changes and we ask for your understanding during the challenging and unprecedented times now and ahead.

We understand that many of you will be worried but can assure you that we care deeply about all our patients and we will be working diligently to provide the care that you need.

We would also ask you to share this information widely with family and friends who are patients here and who may not have access to email or the internet.

Thank You and kind regards.

The Doctors and Staff at Park Lane Surgery
01332 552461
www.parklanesurgeryallestree.co.uk