

Park Lane Surgery

A New Normal...

A message to our patients,

Thank you for your co-operation during the COVID-19 Pandemic, your constant support as our patients has certainly made things less difficult for all of our staff during these turbulent times.

We have been adapting the way that we work to ensure we can still provide excellent health care whilst maximising patient and staff safety. Though we understand lockdown is easing, with local shops reopening, we will be keeping our doors locked for the foreseeable future; therefore, please do not come to the surgery unless requested to by one of our staff. Just because our doors are shut however, does not mean that we aren't here for you!

We still need to hear from you if you have any concerns about a medical problem. We are now hearing from a lot of patients regarding problems that they have been putting off due to COVID-19 and the risk of leaving their homes. Please do not put these problems and concerns off.

We would like to request your continued help and patience as we adjust the way we work to the 'new normal', therefore, please use the guidance below when contacting the surgery. This is likely to change in the future, so please frequently check our website and follow our Facebook page for the most up-to-date information.

With thanks again from all of our staff,
Park Lane Surgery

ONLINE	All queries, whether medical or otherwise, should now be submitted online via our website in the first instance. These queries will be passed to the most suitable clinician who will then offer help online, via a telephone call, or request you come into surgery for a face to face appointment. Visit www.parklanesurgeryallestree.co.uk to begin. If you do not have access to the internet, with your consent, a family member may submit the query on your behalf.
TELEPHONE CALLS	Once you have submitted your query online, the clinician may decide a telephone call is the most suitable way to help. Our phone lines are still open to those who do not have internet access.
VIDEO CALLS	During your telephone consultation, the clinician may decide that a video call will help with diagnosis. If you have access to a tablet, computer or smartphone, they can send a link to start a video call.
PHOTOGRAPHS	After submitting a query online, the clinician may request a photograph of the affected area or problem in order to give an accurate diagnosis. You will receive a link to your mobile phone via text message. This link will allow you to send secure photos directly to us, which will be saved to your medical record. Please do not hesitate to say no to sending a photograph if you feel uncomfortable doing so.
FACE TO FACE APPOINTMENTS	Please do not come into the surgery unless one of our staff has requested you do so. A member of staff will either reply to your online message, text or call you, so please ensure all your contact details are up-to-date.
BLOOD TESTS	Blood tests can be arranged here at the surgery or online at points throughout Derby at www.swiftqueue.co.uk/uahdb.php . The new online system reduces waiting times in line with social distancing.