**COVID 19 Update - Kerrsland Surgery – 20th March 2020**

We are entering an unprecedented time in the community and we recognise the concerns and anxiety this raises in the general population.

We have been forced to scale back our routine work offered at Kerrsland Surgery. This is to protect our front line staff and vulnerable patients. We also need to prepare the practice in advance of GPs moving to more urgent work only. For example, within the next week there is a need for GPs to move from our practice to support dedicated Covid 19 testing centres.

We have made this transition gradually; first removing GP Open Surgery followed by the treatment room walk in surgery and replaced these services by telephone triage only. We hope you understand this was to significantly reduce patients attending the surgery unnecessarily and we thank you for your cooperation. Despite this we still have patients attending the surgery to see the GP without consent, to order a script in the surgery, to see the nurse or to collect a script while having symptoms of a cough or fever.

However, we need to go further and highlight some key changes. The practice has been forced to change the way we work due to the Covid 19 virus adopting new creative ways of working. For our patients this may mean the expectations you have of General Practice may also have to change. We apologize for this disruption and wish to return to a normal service when that may be.

Unfortunately, we have seen instances where prescriptions requested increased by 100% in one day(283 scripts more). Patients have tried to double up on medication, order medication that was last issued many years ago and not necessarily required or order medications early. We have strict guidance from the trust not to do this for patients. Please do not ask and only request medications when they are due, this supports our wider interest to protect the whole community.

**Prescriptions.**

With effect from the 23rd March 2020, the building will be closed for script collection, leaving in discharge letters and the collection of letters. Prescriptions, sick lines etc can be collected by patients at our side window to the left at two separate times of the day. Please try not to ring us at these times.

11.00am & 12.00am & 3.30pm & 4.30pm for Patients (please leave letters at these times) Inc Thursdays

We want to help community pharmacies who are facing unprecedented demand helping deliver scripts to our patients and welcome access for pharmacy collection between 10.00am – 5pm .

We have a useful section on our website for prescriptions and Covid 19 updates. Always dial 111 for Covid 19 queries.

Due to the extra pressures placed on the practice please allow 72 hours to process repeat medications, this allows us more time to process your request and reduces your waiting time.

**Access**

Access has been greatly restricted, patients who have been authorised to attend the surgery by the nurse or Doctor are to come to the side door and ring the bell. Please adhere to the signage placed in the surgery.

Please be patient, we are working as hard as we can but we want to reassure our patients that we are doing the very best we can in the circumstances.

There is a zero tolerance policy of any abusive behaviour towards our staff.

We are aware that recent government guidelines regarding self-isolation has left many people in our community at a cross roads not knowing what way to turn. This is perhaps regarding the collection of prescriptions or indeed shopping which now has a longer lead in time for home deliveries.

Please stay in touch with your neighbours. Avail of pharmacies which offer a collection and deliver of medication.