

Patient information

Coronavirus epidemic: NHS Restoration and Recovery Phase

A31
Group
of
Practices

Practices to operate independently again from 1 June

We are pleased to announce that, after a really successful nine weeks of working together as a single unit to support our local population, we are now able to step back to each practice managing its registered patients independently. Should there be an increase in coronavirus infection however, we may revert to a collaborative approach.

Although this will not be an immediate return to all previous services and clinics, this will enable practices to increase the provision of care for patients with non-urgent and long term conditions, and to plan for a 'new normal'.

We are mindful that there are still risks that need to be managed, so to do this and maintain safety for patients and staff:

- **Practices will continue to triage all patient requests and enquiries** to ensure they receive the right care from the right person as quickly as possible. To do this effectively:
 - **please continue to contact your practice via eConsult**, if at all possible. The exception to this is if you are wishing to make an appointment for a blood test that has been requested by a clinician or you have been asked to make an appointment for immunisations, other injections or a smear test;
 - patients without access to the internet or unable to access eConsult will still be able to speak to a receptionist via the telephone.
- **Practice doors remain closed to walk-in patients and enquiries. Access arrangements for pre-booked appointments at your surgery will be discussed with individual patients when an appointment is made.**
- **Dispensary collections will continue as usual at Bentley Village and Boundaries surgeries.**
- **The local minor injuries service** (open to all: Mon–Fri ~ 8am – 6:30pm) will be available from Chawton Park Surgery (01420 542542) and The Wilson Practice (01420 84676). People requiring this service should telephone one of the surgeries before attending.

Dr Natalie Smith, A31 Group Clinical Director commented: "Many important lessons have been learned during this emergency. Each practice played its part and we have been very grateful for the understanding of patients, and the support of our patient participation groups and of course all of our staff, in adapting to the temporary working arrangements.

"The practices, and the A31 Group Primary Care Network as a whole, will build on the experience we have gained during this period to benefit the community we are all proud to serve."

Suspect Covid-19?

Please remember that, although the likelihood is much reduced, if you suspect you are suffering from COVID-19, you should visit NHS111 Online (www.111.nhs.uk) to check your symptoms and seek appropriate guidance in the first instance, or telephone NHS111 if you do not have access to the internet.

from the A31 Group of Practices:

Bentley Village Surgery, Boundaries Surgery, Chawton Park Surgery and The Wilson Practice

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