

Patient information

Coronavirus: surgery arrangements update

1 May 2020

As you will have heard in the media, as a result of many measures taken across the country, including social distancing/isolation and individual shielding, the number of people affected by COVID-19 has been less than the Government and NHS England feared.

The A31 Group of Practices is starting to plan for the future, and is working on how some of the routine work that was paused in mid-March can start to be tackled again. However, the death toll from the virus is significant and whilst there are still no solutions or vaccines, we are all expecting restrictions to remain in place for some time, and we urge everyone to stick to the national social distancing advice.

Practices are available as 'usual' for all patients on Bank Holiday Friday 8 May.

FROM TUESDAY 5 MAY 2020 although **all practices remain zoned and closed** to walk-in patients, we have made a slight change to our arrangements.

As previously, if patients have a medical concern or query, they should complete an eConsult form (on their practice website home page) if they have internet access or, if they do not, telephone their surgery. Their practice clinical team will review the enquiry and respond accordingly.

If a patient with infection registered with Bentley Village Surgery, Chawton Park Surgery or The Wilson Practice needs a face-to-face consultation, they will now be seen at Bentley Village Surgery (BVS), postcode - GU10 5LP.

The Bentley dispensary will continue to operate (8:30am-2:30pm) and patients should access this through the main entrance in the same way as always. There will be NO access for appointments through the main entrance: any patient who has been given an appointment at Bentley will use an alternative entrance; the details for this will be provided when an appointment is made. This is to ensure that those collecting medication are completely separated from potentially infectious individuals.

The **text messaging reminder service will not be operating** during this period.

Other arrangements remain unchanged. All patients should contact their own surgery – preferably by eConsult.

Suspect COVID-19?

Please remember that if you suspect you are suffering from COVID-19, you should visit NHS111 Online in the first instance, or telephone NHS 111 if you do not have access to the internet.

The A31 practices are very grateful for the understanding of all patients in adapting to these temporary working arrangements.