



DR S J HUDSON. DR. M. WOOLLETT. DR. L JOSEPH. DR P LEE-ROBICHAUD. DR J.POWELL

Dear Patients

We wanted to reassure you that Forestside Medical Practice is open, and has been throughout the Covid-19 pandemic. Due to the pandemic we have been compelled to make some changes to the way that we operate, enabling us to continue to run as safely as possible during the pandemic.

We began by minimising face to face consultations and by moving all of our acute care to the Dibden Purlieu surgery. This has meant that we have had to operate in a different way at our Marchwood surgery. The Covid-19 pandemic has highlighted the risk of mixing acutely unwell patients who may have an infectious disease such as covid-19 or influenza, with our more vulnerable and high risk patients who attend our surgeries for other reasons so we are keeping these patients apart. We are therefore using Marchwood Surgery to see our most vulnerable, high risk and shielded patients and to monitor those with long term conditions such as diabetes and COPD. We are limiting the number of patients visiting Marchwood Surgery, operating a one in one out policy and being careful to select and book patients appropriately to keep patients and staff as safe as possible.

Although the scope of the service we provide at Marchwood has changed and will continue to evolve please be assured that **Marchwood Surgery is NOT closing**. Marchwood surgery is currently open and seeing selected patients on Mondays, Tuesdays, Thursdays & Fridays. These appointments are booked by the clinicians.

**Dibden Purlieu Surgery** has been open throughout the Covid-19 pandemic. We are able to see all acute care patients here and continue seeing low risk patients and providing essential services. We have had to limit footfall through the surgery to protect all patients and staff and have developed a new way of working to achieve this. We are now running a telephone triage service rather than being able to book face to face appointments with the doctor. These appointments can be booked by calling 02380844546 and patients requesting appointments are booked in to telephone consultations with a clinician who can either assist over the phone or if required they can organise to bring patients in safely for a face to face consultation. We also encourage patients to submit online consultations via our website. We can also organise video consultations and clinicians can also communicate with patients by text message

Cont:

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(ALSO AT MARCHWOOD)

through our ACCURX system. We are also able to accept requests for prescriptions through patient access or by email using [whccg.forestsidemedicalpractice.nhs.net](mailto:whccg.forestsidemedicalpractice.nhs.net) This email account is only manned from 9.00am to 5.00pm and is not to be used for urgent problems.

As always if you have an Urgent problem you can continue to call the surgery between 0800 and 1830 on weekdays or 111 out of these hours and at the weekends. **If you have a life threatening problem, dial 999.** We continue to request that you do not come to either surgery if you have a fever, new persistent cough or loss of taste or smell. Stay at home. Self- Isolate & Seek Help.

### **Other ways to seek help!**

If you have a minor health issue you can approach your local pharmacy or go online to NHS UK for self-help.

If you are a parent worried or concerned about a minor health issue in a child you can visit the Wessex Healthier Together website which has a wealth of information and advice.

You can also access eConsult online from our website which will direct you to the appropriate healthcare provider.

You can visit the coronavirus government website if you think you may have coronavirus or need to request a test. <https://www.gov.uk/coronavirus>

If you require medical advice you can call the surgery in the usual way. We are also able to assess more unwell patients with a fever in our specially adapted tent in the carpark at Dibden Purlieu Surgery. This can only be booked by clinicians following a telephone consultation.

Should you have any medical queries please do not hesitate to contact the surgery in the normal way on 02380 844546.