

## EMSWORTH SURGERY URGENT QUACK 04 June 2020



Emsworth Surgery is open Monday to Friday 0800 – 1830 and closed for an hour between 1230 - 1330. Our inner door will continue to be controlled on an intercom.

We now offer a 'total triage' system – we will deal with requests on the day and we currently do not offer any pre-booked appointments - this will be kept under review. Thank you to those of you who completed our survey about how we care for you, especially remotely. We will use this information to guide our future services.

**PLEASE DO NOT COME TO THE SURGERY BEFORE YOU HAVE CONTACTED US.**

To speak to a doctor or nurse, please call us on 01243 378812 or use our e-consult service on our website [www.emsworthsurgery.co.uk](http://www.emsworthsurgery.co.uk), where you can also find lots of information which might answer your questions without needing to contact us further. We regularly update the website with current NHS and HM Government guidance.

Westbourne Surgery is open every day and we use this as our 'Green Site' to manage our routine, nurse led activity – which often includes the older and more vulnerable in our community - this keeps them as safe as possible. All potential COVID cases are still seen at a central site in Waterlooville – again this style of 'hub' working is to keep patients and staff safe and is happening nationally.

Our doctors and nurses are seeing more patients face-to-face at Emsworth when they are unwell and need to be examined. If you need a face-to-face assessment your clinician will explain how and where this will happen. It will be very different to any visit to the doctor you have experienced at Emsworth in the past; staff will be in full Personal Protective Equipment; this is best practice for patients and staff – we have adequate supplies.

All COVID-19 symptoms and concerns should still initially be directed through the 111 online coronavirus service [111.nhs.uk/covid-19/](http://111.nhs.uk/covid-19/)

Regarding medications, the surgery will continue to not accept ANY paper requests for medication. You must use SystemOne Online to request medications, or in extreme circumstances e-consult can be used too. Any patients needing help to register for online services should call 01243 378812 and our reception team will be happy to help you.

To keep up to date check our website or follow our new feed @EmsworthSurgery on Twitter

Sincerely, and on behalf of,  
The Partners & the Whole Team, Emsworth Surgery