

PRACTICE UPDATE - July 2021

Throughout the Pandemic we have strived to make our surgeries as safe as possible for all of our patients and staff and we will continue to do this going forward. We would like to thank you for your cooperation during this difficult time. From Monday 19th July 2021 there will be some changes that you need to be aware of to help when attending any of our surgeries. We of course have our patients and our staff's well being as our priority so certain safety measures will remain in place.

Please do not attend the surgery if you have any Covid Symptoms or have been asked to isolate by track and trace.

Sanitising stations are available around our surgeries

For your safety and ours, masks are required while on these premises, unless you are exempt.

- All **appointment** requests will be booked as a telephone or video consultation in the first instance, a face to face appointment will be arranged at that time of consultation if required.
- You can book an appointment online using the **NHS app**, if you do not have access to online services you can call the surgery on **0300 365 0002/5**. If your clinical query/appointment is non urgent, you can submit an **ONLINE CONSULTATION**, which is responded to within two working days. To submit an Online Consultation please visit our website www.loomermedical.co.uk and click on the link.
- **If you have a booked face to face appointment**, please report to the main reception desk to check in (not the check-in screen). We ask that just the patient (except children) attend on their own where possible please. Our waiting areas may look a little different, this is to ensure that we can still keep some distance
- Cleaning schedule(s) have been implemented within the Practice, so you will see our team at certain times of the day wiping chairs, touch points etc.
- If you are dropping a **letter/prescription** off please post this through the letterbox there is no need to enter the surgery.

Thank you for your cooperation to continue to keep us all safe and well