

# BOULEVARD MEDICAL PRACTICE

## CORONAVIRUS – PRACTICE UPDATE

### FIRST WAVE

Throughout the first wave of the pandemic, our GPs and the practice team were still hard at work caring for our patients. Our doors may have been locked but we were still “open” for our patients

Our clinicians still helped poorly patients over the telephone or via a video call. Telephone consultations increased by 225% on the previous year. We worked with our 3 neighbouring practices to ensure that patients who needed a face to appointment had access to one.

Our Social Prescribing Link Worker made sure that those shielding had the support they needed.

Although some services had to stop, we maintained a high level of care for those in need.

### INTO WINTER

As we approach winter we're not sure what will happen on a national or local level but we know that winter is always a busy time for general practice. We expect it to be even busier in light of the Coronavirus pandemic, so please be a patient patient.!



Some of the changes we had to make in the first wave will remain in place unless national instructions change this.

Our priority is to make sure we keep you and our practice colleagues safe.

To do this:

- Consultations will continue to take place over the telephone or video link. We'll try to call you back **3 times** before closing your appointment so please make sure you give us the correct contact number
- Non-urgent help is available online through Engage Consult – see our website
- Prescriptions can be ordered online or over the phone
- Samples picked up and dropped off in the foyer



### COMING INTO THE PRACTICE BUILDING

- Face to face appointments available at the practice for those who clinically need them, for instance childhood immunisations, flu vaccination and GP examinations
- PPE is worn by all patient-facing personnel
- COVID-19 screening questions asked before you enter the building
- Your temperature will be checked in the foyer
- Hand gel should be used and face coverings/masks should be worn by all patients entering the building
- We have a one-way system in place once in the building – see above
- You will be escorted to and from the clinical room
- We fully adhere to high standards of infection prevention & control measures before, during and after patient contact

Alongside these changes we have enhanced our telephone system to provide more incoming lines as we appreciate that it can be difficult to get through.



We are really busy from 8am so if your call is **not** relating to an urgent (same day) matter, **please call us after 2pm when the lines are quieter.**

