

# EMSWORTH SURGERY URGENT QUACK 24 APR

Emsworth Surgery is FULLY OPEN Monday to Friday 0800 – 1830 as normal, if we are very low on reception staff we may have to close for an hour between 1230 - 1330. Our inner door is now controlled on an intercom. Westbourne Surgery is open most days, 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 seen at a central site in Waterlooville – again this style of 'hub' working is to keep patients and staff safe, and is happening nationally. All face-to-face interactions will be in full Personal Protective Equipment; this is best practice for patients and staff.

We were open over the Easter Bank Holidays and we will also be open on the VE Day Bank Holiday – Friday 8<sup>th</sup> May 0800-1830. This will be a normal working day for us.

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

We are working in a totally different way in the surgery, and like all workplaces in the UK, we are appropriately socially distancing when at the surgery, and many clinical staff are now working from home.

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

We encourage you to contact the surgery about non-COVID19 health needs too. The local and national NHS is acutely aware of patients not presenting to the NHS in a normal timeframe due to fear of COVID, a wish to protect an overwhelmed NHS or simply as they feel this goes against social distancing. If you have any new or concerning physical or psychological symptoms please let us know.

The need to have the majority of our contacts in a remote way will continue for some time – including phone, video and online consults, online medication management and SMS consults. Most patients tell us that they find our new options simple to navigate and they get what they need – we will continue to seek your feedback as we build our service for the socially distanced months to come.

The best way to access what you need remains via our practice website [www.emsworthsurgery.co.uk](http://www.emsworthsurgery.co.uk). Here you can use SystemOne Online to request medications, and use e-consult for a huge variety of online consultations with your GP. You can expect a response within 48 hours. You can still phone the surgery and you may be offered a telephone consultation on that day – there are now no appointments available to be booked in advance.

To keep up to date check our website or follow @DenbyWill @ChinwalaAbu on Twitter

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