Wylcwm Street Surgery aims to maintain work which is essential to public health during the Covid-19 pandemic.

GP practices have an important role in maintaining the underlying health of their population. Currently GP practices are operating using various approaches; telephone triage, video calls, remote telephone consultations and in certain situations face to face contact.

Therefore, Wylcwm Street surgery has developed working practices taking into consideration; individual’s circumstance, time and capacity available to ensure that the treatment needs of our patients is met.

Procedures have been implemented to ensure the safety of patients and staff. Personal Protective Equipment (PPE) is available and is used according to Infection and Prevention Control Guidance. Staff have undertaken training specific to Covid-19 to ensure that they understand and comply with guidance.

Patients will be contacted before arrival to ensure that they and their family members are asymptomatic of covid-19. Upon arrival at the surgery, patients will use the intercom system to announce their arrival, they will then be asked to use hand sanitiser prior to entry and as required throughout their appointment. Patients will be required to wear a face mask (provided). Patients will be invited into the building by their health care professional; they will follow the one way system in place throughout the building and exit via a fire exit escape door. Parents of minors are able to accompany their child however, normally only the patient will enter the building to reduce foot fall.

Work areas and common areas i.e. corridors are cleaned according to guidance between each patient and before and after clinical sessions.

Social distancing is maintained in the surgery and consequently staffing levels are reduced. Patient appointments are staggered between clinicians to ensure that social distancing can be upheld. Therefore, not all services are available. Government guidance is updated regularly and the practice responds readily to this.

Services which are available include;

* Therapeutic drug monitoring e.g. arthritis monitoring bloods, warfarin monitoring etc.
* Childhood immunisations.
* Cervical screening.
* Adult immunisations including, shingles, pneumococcal and pertussis vaccinations.
* Essential blood tests.
* Minor injuries, patients must ring first to be telephone triaged.
* Asthma and COPD reviews (these are done by telephone).
* Diabetes reviews (Hba1c > 70mmol/l follow up is by telephone).
* Contraceptive injections, pill check.
* Essential injections e.g. Zoladex.
* ECG’s
* Wound care.
* Hypertension monitoring.
* Nurse telephone availability 1.30pm-2pm.

**All of the above is by appointment only.**

GP’s are available to speak to via telephone triage system and appointments are made as a result of the triage. The practice Pharmacist is also available for medication queries.

Please be assured that, as soon as we can safely open the waiting room and increase our services in line with Government guidance we will. Please also be assured that we are working hard to ensure that we meet the ongoing needs of our individual patients.