

Patient information 2

COVID-19 (coronavirus) preparedness

2 April 2020



Key points re: changes to the way
Bentley Village Surgery, Boundaries Surgery, Chawton Park Surgery and The Wilson Practice are operating until further notice

This is a summary of the key points included in the statement issued by the A31 Group of Practices on Friday 27 March 2020.

Please remember that if you suspect you are suffering from COVID-19, you should visit NHS111 Online in the first instance, or telephone NHS111 if you do not have access to the internet.

1. Practice doors are closed (see dispensary information below). Patients access GP services **via their own practice in the first instance:**
 - using e-Consult if they have internet access (links below – *please use your own surgery e-Consult*):

a. Boundaries Surgery	http://www.boundaries-surgery.com/econsult.php
b. Bentley Village Surgery	https://bentleysurgery.webgp.com/
c. Chawton Park Surgery	https://chawtonparksurgery.webgp.com/
d. The Wilson Practice	https://wilsonpractice.webgp.com/
 - or telephone (except minor injuries – see below).
2. Patients for whom a face-to-face appointment is arranged will be told where to attend.
3. Patients seeking a note for their employer for suspected COVID-19 or for self-isolation – please visit NHS111 Online (<https://111.nhs.uk/covid-19>)
4. Dispensaries/Pharmacies
 - a. **Boundaries Surgery** dispensary will arrange for medicines to be delivered, or for collection in the car park
 - b. **Bentley Village Surgery** dispensary is accessible as normal, although the rest of the surgery is closed. For patients who are self-isolating, medicine deliveries can be arranged via the Binsted, Bentley and Froyle Care Group (01420 23440);
 - c. **Chawton Park Surgery** and **The Wilson Practice** both have independent community pharmacies on site; their opening hours, and those of other local pharmacies, are available on their websites. Alton Covid Mutual Aid Group (07466 304501 (staffed 9-5pm weekdays); e-mail; altonmutualaid@protonmail.com) can assist with medicine collection and delivery.
6. The local **minor injuries service** (for injuries sustained in the previous 48 hours for which medical input is required), is currently only operating from **The Wilson Practice** (Mon – Fri 8:00am – 6:30pm). Please call first on 01420 84676.
7. The text messaging appointment reminder service is not operating during this period.

The A31 Group practices are committed to supporting each other's patients and all operate to high clinical standards. All clinicians have access to each patient's individual medical record.

These new arrangements are designed to protect patients and maintain a safe clinical service for everyone in these unprecedented times.