



## **Update on Kilwinning Medical Practice during COVID-19 pandemic**

We would like to thank all of our patients for being so understanding of the multiple changes that the practice has implemented, to manage care during the uncertain times of this ongoing pandemic. We know this has been a difficult time for everyone and have appreciated your patience.

We would like to take the opportunity to advise how the practice is currently operating given the restrictions that are continuing to keep patients and staff safe.

At present we only have capacity for approximately 1/3 of appointments that we had prior to COVID. As we are sure you will understand, we can no longer have packed waiting rooms, clinical areas need cleaned after each patient contact, staff are required to put on and off PPE (Person Protective Equipment).

We also have the practice deep cleaned regularly and like other workplaces we have staff who have been unable to work. This has resulted in a restriction in our service and as lockdown is easing we hope this message will help our patients access the services we have available at present.

### **COVID-19**

If you suspect you have symptoms of COVID-19, please follow the most up to date Government Guidance. You can now book a test through NHS Inform online or if unable to call **NHS 24** on **111** to arrange. If you think you have symptoms of COVID and feel unwell with it and feel you need to see a doctor, then **NHS 24** or **111** is your first port of call.

### **TRIAGE**

The triage line is open between 8.30am and 10:30am daily. This line should be used for people who have an urgent medical complaint, are unwell and feel they require to see a doctor that day. Our clinical staff will endeavour to call you back before 12pm. Please help us by having your phone on and off silent and answering any blocked calls, in case it is the practice calling.

Calls taken after this time will only be accepted if deemed medically urgent. This allows us to plan when to bring patients in safely. The triage line should not be utilised for advice, medication reactions or chronic problems that are not resolving. For these issues, you can utilise our routine services.

### **HOME VISIT REQUESTS**

If you are a patient who can only be seen at home and you require an urgent home visit, please call during our triage hours between 08:30am – 10:30am. The medical team will call you in advance of visiting and so please leave a contact number and expect to be called before a visit happens.

### **APPOINTMENTS**

We no longer offer face to face routine appointments but patients can book a routine 15 minute telephone consultation. This can be booked in advance for issues that are non-urgent.

Some of these may be converted to video calls if it is thought this would help. If you have a mental health complaint, our Mental Health Practitioner is your first port of call. If you have a muscle/bone or joint complaint you will be invited to consult with our Physiotherapist as a first port of call. If you have an issue with a medication, or minor ailment, your Local Pharmacy is still the first port of call. Dentists and Optometrists are open for complaints relating to their areas of expertise. When attending appointments, please do not attend too early to keep patient flow safe. Please attend by yourself if able, use alcohol gel on entry and exit and we are advising as per Government guidance to attend with a face covering. We appreciate your help with these requests.

### **CHRONIC DISEASES**

If you have a chronic condition such as high blood pressure, heart disease, diabetes, asthma, COPD amongst other conditions you would normally get a routine review. Please do not be concerned, we regularly review your notes and you will be called for review when we have capacity and it is safe to do so. We are calling some patients in for review and you will receive a letter regarding this. Please be reassured, we will contact you when we are able to review your chronic condition. If you feel that your chronic condition has changed, worsened or are concerned please consider booking a routine telephone consultation.

### **MEDICATIONS**

The normal process is in place for repeat prescriptions. You can call our prescription hotline number **01294 542 119** or order through our website [www.kilwinningmedicalpractice.co.uk](http://www.kilwinningmedicalpractice.co.uk). It takes 48 hours to turn over your request then the Pharmacy will need time to prepare and dispense your prescription, so we encourage our patients to order sensibly. If you are requesting an item that is not on your repeat prescription, this requires a review by our Pharmacy Team or Medical Staff. This takes time and again will take 48 hours to overturn and the pharmacy will need time to prepare and dispense your prescription.

### **CERVICAL SCREENING**

This service has been on pause over COVID but will be restarting soon. We do not have exact dates yet but the patients with highest priority for cervical screening will be called in first by letter sent to your address. Please look out for these letters.

### **FAMILY PLANNING**

Family planning and contraceptive services will be recommencing soon.

### **BABY CHECK AND IMMUNISATIONS**

These services are operating as normal.

### **NHS INFORM**

We would advise all patients, if able, to look at the wealth of information and advice on NHS Inform prior to calling the practice.

We again thank you for your patience and perseverance.

Many thanks and kind regards,