



**THE
MORTIMER SURGERY**
72 Victoria Road
Mortimer Berkshire RG7 3SQ

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Mortimer Surgery: Changes in Service due to Coronavirus

In line with advice from the government and NHS England Mortimer Surgery will be making some radical changes to the way they provide medical care to our patients for the next few weeks. This is in order to

- Prevent unnecessary spread of coronavirus
- Protect vulnerable patients
- Protect our workforce in order to maintain clinical care
- Provide a safe level care for all our patients

These means we will be **controlling access to the surgery** and reducing facilities and services

In the next few days the following will be implemented

- All requests for face to face appointments and home visits will be **triaged by a GP and wherever possible patients will be managed remotely**
- Timed telephone consultations will still be able to be booked by phoning reception but **no more than 2 weeks in advance**. Online booking has been suspended
- If patients do need to be seen they will be asked to attend the surgery at a specific time and will be given instructions about how to access the surgery premises at the time of triage
- Queries about medication, administration issues and non-urgent medical advice will continue to be dealt with by telephone or email as appropriate
- **Nurse appointments** will be booked only with the agreement of the nursing team. No walk in appointments will be available for doctors or nurses
- **Repeat Prescriptions** will be issued where appropriate for more than 1 month dependent on supplies.

The following services will be STOPPED for the foreseeable future

- Physiotherapy, all other clinics provided by outside professionals
- Coil fitting
- Cervical smears
- Minor surgery

- Shingles vaccinations
- Routine health checks, annual diabetic checks, chronic disease routine monitoring
- Non urgent nursing procedures including ear syringing
- Non urgent blood tests
- Travel injections
- Medicals (unless deemed essential by a GP)

The following services will CONTINUE

- INR testing, DAWN blood tests, urgent blood tests requested by a GP
- Regular injections provided by the nursing team
- Wound/leg ulcer dressings as agreed by the nursing team
- Removal of sutures/clips as agreed with the nursing team
- Childhood immunisations
- Telephone Triage of all acute medical problems or queries as appropriate
- Booked telephone advice appointments for patients with asthma and diabetes will be available with the nursing team

We ask patients

- Wherever possible use online services or NHS 111 to deal with possible coronavirus symptoms or queries
- **Not to come to the surgery for any reason without requesting a triage call from a GP first**
- Accept that our admin staff may request some clinical information from you in order to direct your call or request appropriately
- To telephone or email the surgery with any medication, administration or non-urgent queries. Please use this email address
rccg.secretaries.mortimer@nhs.net
- Please observe the recommended hygiene measures when in the surgery

All our staff at the surgery are working in very difficult circumstances but are committed to providing safe and appropriate care for our patients. We ask that you help us to continue doing this and support the service and staff as required.

All of the above is subject to change depending on workforce availability and clinical demand

Many thanks for your support
Dr Gill French

Further information:

[NHS111](#) online

www.gov.uk/government/topical-events/coronavirus-covid-19-uk-government-response