



Castle Donington Surgery

53 Borough Street, Castle Donington
Derby DE74 2LB

Dr H Godridge

Dr J Ward-Campbell

Dr J Young

Dr A Woodgate

Dr S Kudhail

Phone

01332 856050

castledoningtonsurgery@nhs.net

IMPORTANT CHANGES 15th June 2020

Due to the ongoing situation with Coronavirus, we are taking measures in line with guidance shared by NHS England and Public Health authorities to minimise risks associated with the virus.

We thank everyone for their ongoing support; we have received an overwhelming response from you all.

We have fundamentally changed our working practice for now and the foreseeable future in order to protect our patients and staff.

What does this mean for you?

Appointments:

- **ANYONE WITH COVID RELATED SYMPTOMS SHOULD NOT ATTEND THE PRACTICE, EVEN IF YOU HAVE A PRE-BOOKED APPOINTMENT. YOU MUST VISIT NHS 111 ONLINE.**
- Telephone First. All appointments will initially be by telephone. This will allow us to triage all problems and address them by phone or video consultation if appropriate. If the doctor or nurse decides they need to physically examine you, this will be arranged by the clinician involved.
- If you have any specific communication needs please let us know by phone or email.
- Some appointments can be booked without triage for practical procedures such as blood tests or cervical screening.
- We attempt to contact all patients who have pre-booked face-to-face appointments the working day before the appointment to ensure they have NO COVID related symptoms. If we are unable to reach you, we will send you a reminder text message.
- Attending Face-to-face appointments;
 - To reduce the length of time people are in the building we are asking anyone who is attending for a face-to-face consultation to **arrive at their appointment time.**
 - You may be asked to wait outside or in your car if you arrive early.
 - If you arrive late, you may be turned away and asked to wait outside / in your car. The clinician will then call you to rearrange a time. This may not be the same day due to capacity and room planning.
- Chronic disease management for asthma, COPD and diabetes, etc. is taking place primarily by phone consultation and agreed face-to-face contact if needed.
- Please be aware that a number of normal services that we provide still remain unavailable such as joint injections, earwax removal.

Access to the Surgery

- **PLEASE USE THE HAND SANITISER PROVIDED WHEN ENTERING THE BUILDING.**
- Access to the building will be restricted to the patients who have been invited for an appointment by a clinician. Please note, the door may be locked.
- Face coverings (non-surgical) are now required to be worn by anyone entering the building. **The practice is not responsible for providing these coverings.**



This practice is part of the West Leicestershire Clinical Commissioning Group





Castle Donington Surgery

53 Borough Street, Castle Donington
Derby DE74 2LB

Dr H Godridge

Dr J Ward-Campbell

Dr J Young

Dr A Woodgate

Dr S Kudhail

Phone

01332 856050

castledoningtonsurgery@nhs.net

- Anyone who attempts to gain access to the surgery who has not been invited will be asked to leave the premises and telephone the patient services team.
- Only the patient with the appointment will be allowed into the building, unless they require a carer or parent/guardian to attend with them.

Home visits

- Home visits may be requested but there is no guarantee a GP will attend.
- All requests for visits will be triaged by telephone first.
- We ask for any visit request to be made before 10:30am.
- If there is a need for clinical examination then a visit will be arranged.
- Home visits may be passed on to our local acute visiting service.

Prescriptions

- We request that patients sign up to online ordering via the NHS APP or SystmOnline services, this is to reduce the need to visit the practice.
- If you cannot order online, drop your paper request into the post box on the wall next to our front door.
- You will not be able to collect your prescription from reception. ALL prescriptions will now be sent electronically to your pharmacy of choice. If you have not yet selected your pharmacy of choice, please call the pharmacy or the patient services team to nominate your pharmacy.

To order a repeat prescription, please either:

- Request online via the NHS App or SystmOnline services.
- Email the request to: prescriptions.cds@nhs.net
Please give as much detail as you can, full name & DOB, what drug, dose and quantity you need.
- In some cases telephone ordering may be accepted. This may not be possible for patients who have a long list of medications or those patients who are unsure of the exact medications they wish to order.

Keeping your details up to date

Please ensure that your contact details are correct with the surgery particularly when booking appointments. It may be helpful for you to give us your email address too.

Please remain courteous to our staff at all times, this is a very challenging time for us all and we would appreciate your co-operation during this period of uncertainty.

Our priority is the health and safety of all our patients and staff.

GP Partners, Castle Donington Surgery



This practice is part of the West Leicestershire Clinical Commissioning
Group

