



## Malpas Laurel Bank Surgery

# HELP US TO PROTECT OUR PATIENTS AND STAFF

Visit [www.nhs.uk/coronavirus](http://www.nhs.uk/coronavirus) for the latest advice.

If you have symptoms - a new continuous cough and/or a high temperature - **DO NOT come to the Surgery**, but isolate yourself at home for seven days.

If your symptoms are serious, or worsen, NHS 111 has an online coronavirus service that can tell you if you need further medical help and advise you what to do.

Only phone 111 direct if you cannot go online, or are advised to do so by the online service.

### What about other medical matters?

Please **DO NOT** visit the Surgery without first checking with us that this is what you should be doing – if you want to arrange a new appointment or have an existing one.

Only the patient with an appointment which a clinician has approved will be allowed into the building, unless you need to come with a carer. A child should be accompanied by only one adult. All visitors will have to answer the COVID-19 screening questions before being allowed to enter.

Nurses will continue to see patients who need injections, dressings, urgent blood tests, warfarin testing, urgent ECGs, child immunisations, doppler and measure stockings, removal of stitches and smear tests for ladies.

Patients can speak to the nurses on the phone if they have a long term condition and are concerned about their regular reviews or want further advice.

### For repeat prescriptions

- Request online
- Put written requests in the Mailbox on the outside of the front door **WITHOUT ENTERING THE BUILDING**
- Phone the Surgery between 8 am and 9am.

We will send the prescription electronically, either to our Dispensary or to the Pharmacy of your choice.

Prescriptions from the Dispensary should be collected through the two small external windows to the right of the entrance. Please ensure you have cash for £9 an item (£9.15 from April 1) if you need to pay.

Patients seeing a doctor will be able to collect their prescription in the usual way.

This is a very challenging time for us all and we would appreciate your co-operation during this period of uncertainty. Thank you.

Lynn Suckley,  
Managing Partner