

## North Curry Health Centre: Extraordinary Measures for Patient Care during the Coronavirus Emergency

Everybody will be aware of the unusual and difficult times we find ourselves in. For North Curry Health Centre, and for the NHS as a whole, we are taking extraordinary measures to keep you as safe as possible and to protect our staff so that they can continue to serve you and keep the practice functioning.

Key priorities are to try and keep patients who may have Coronavirus separate from those where this is unlikely, and to provide safe areas of care, particularly for patients who are at risk, or at very high risk should they contract Coronavirus.

The situation changes almost by the day, and you will notice many small changes, but some of the most significant measures that you may experience are as follows:

- Please do not come to the Health Centre at all (except to collect medication from the dispensary) without telephoning first.
- We are trying to manage as many issues as possible over the telephone, rather than in face-to-face consultations. All consultations with a doctor will be by telephone in the first instance. If a patient does need to be seen to be assessed, special arrangements will be made for this to happen in an appropriate place (or possibly by video consultation)
- Clinical staff assessing or treating patients in person are unable to maintain social distancing and so you will find that we will be wearing "PPE" (including a mask) if you have to have a face-to-face consultation. You may also be asked to wear a mask.
- The practice is working with four other local practices, so that patients who may have Coronavirus are kept separate from others – and particularly from the more vulnerable patients. For this reason, if you need to be seen, you may be expected to attend a prepared area in another local practice, or a separate area within the Health Centre through a separate entrance.
- The separating and PPE measures mean that the main body of the Health Centre should remain a safe area for the most vulnerable patients to attend (for example to see the practice nurse for dressings, tests or injections)
- We have a group of wonderful volunteer drivers who can deliver medications for those at risk who do not have anyone who can collect their medication for them.
- **PLEASE WASH YOUR HANDS BEFORE COMING TO THE HEALTH CENTRE FOR ANY REASON!**

In addition to continuing our clinical work, you will understand that there is a huge administrative and logistical burden on us at this time. Please bear with us and we look forward to returning to some semblance of normality as soon as possible. Please feel free to share this information and thank you so much for your support.