



The Ridings

Medical Group

Caring for our community

16 March 2020

To whom it may concern

Dear all

UPDATE FROM THE RIDINGS MEDICAL GROUP

In view of the escalating Coronavirus pandemic I wish to provide you with an update on how The Ridings has changed its service provision to mitigate risk to both staff and patients.

All patients with a high temperature (above 37.8) and/or a new cough should first go to the NHS 111 website and follow the online advice. If they are then directed back to their GP by the NHS111 service they will be offered a telephone assessment with a GP or Nurse Practitioner. If they need to be seen by a clinician they will be asked to attend **South Cave** surgery which is the designated site for dealing with such problems.

Patients who normally attend **South Cave** for their medical care for the next few weeks will all be seen at **Brough** Surgery by their usual team of doctors and nurses if their problem is not related to a high temperature or cough.

Patients from South Cave Surgery can still call to collect prescriptions as the dispensary has been segregated from the waiting room and there is a separate entrance for these patients to use. All our other dispensaries will remain open.

Patients from all our sites can telephone the normal appointment line. Reception staff receiving the calls will screen patients prior to making an appointment at either Brough, Holme on Spalding Moor or Bubwith. As many appointments as possible will be designated as telephone appointments.

Patients registered to access their medical record online can now only make a telephone appointment via this medium. Many issues can be dealt with by telephone but if a patient feels they need to be seen then they should follow the guidance above. If the clinician feels the patient needs to be seen an appointment will be made during the telephone call.

Routine appointments and annual reviews for chronic clinical conditions have been postponed for at least 6 weeks and the surgery will be contacting patients to re-arrange at a later date. If patients don't receive contact to amend or cancel their appointments they need to assume they are still taking place. If the original appointment was at South Cave and patients have not received communication from us they should call to check the details.

At this time we would ask patients not to walk in to the surgery to book an appointment or to seek advice but to contact the surgery by telephone.

We realise this is a particularly anxious time for everyone and will keep you up-to-date with changes we make in the surgery as the situation changes.

Yours faithfully

Dr Tabitha Tinker
GP Partner

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