

Fenny Compton and Shenington Surgery Update 24.3.20

Appointments

We are operating a telephone triage system so that all patients are called by a healthcare professional who will assess if you need to attend in person. The reception team will ask you for a reason for your call and it would help if you can give them a few details to support the clinical team. If you have a pre-booked appointment with the nurse or a HCA, please do not come to the surgery if you have Corona symptoms. We are not allowing patients to walk-in and book appointments, please don't be offended if you are asked to leave and call the surgery instead.

Opening Hours

We are operating normal opening hours for our surgeries and dispensaries. It would help us if you don't call to check opening times.

Dispensary

You will no longer be able to phone the dispensary directly due to the overwhelming workload. We need to allow our staff the time to process and dispense your medication which will help to keep our services running throughout the current crisis. A lot of questions we are being asked can be answered by reading the information below and we ask you not to call unless it's absolutely necessary. Thank you

Due to the overwhelming level of work, it will now take 4 working days to process your prescription request. Please allow plenty of time to order your medication. It won't be necessary for you to call and check if your prescription is ready, we will call/text you if there is an issue. When you collect your medicine, please respect the need for social isolation and stand back from the hatch and leave a good gap between the person in front of you in the queue. Please don't be alarmed if staff begin to wear a mask and gloves when they are helping you.

Wherever possible we'd like patients who pay for their prescription to pay by card to further minimise the possible transmission of the virus.

We will only be issuing your usual amount of medication and no more than 1 month's supply. This will ensure that stock levels are protected for all patients, especially those who are vulnerable. We have unfortunately had examples of patients being abusive towards staff when they were advised of this policy and we must remind all patients that abuse will not be tolerated. Please be kind to our staff and appreciate they are doing an amazing job under difficult circumstances.

We are receiving a particularly large amount of calls about paracetamol and inhalers. We are not permitted to sell these items over the counter and if you are not prescribed these items routinely, we unfortunately cannot help.

We are aware that local communities are keen to set up volunteer prescription collection services and we are working with local groups to try and establish this.