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Partners

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CORONAVIRUS – COVID-19 URGENT PATIENT INFORMATION

In response to the coronavirus pandemic, Dounby Surgery will be implementing the following measures **immediately** to protect the health of our patients and staff and reduce the footfall of patients into the practice.

If you are concerned that you may have coronavirus please visit www.nhsinform.scot for self assessment tool and advice.

To reduce patients entering the surgery we are taking a number of new and innovative steps during this period

- **Only patients with an appointment should enter the surgery.** Only bring someone with you if you need help. Parents please do not bring children to your appointment. Children should attend with one adult, please do not bring siblings into the practice.
- Please only arrive at the time of your appointment and leave the building immediately afterwards.
- Any follow up appointment should be arranged by phone.
- Do not attend the practice if you have respiratory symptoms, colds or flu like illnesses.
- If you need to consult with a GP you will be given a phone-call initially and if clinically indicated asked to come into the practice.
- If you are asked to come in to the practice to be reviewed for a respiratory condition, you will be asked to **remain in your car** until you are called on your mobile phone. The clinician you see will be wearing personal protective equipment. If you do not have a mobile device, the triaging clinician will organise an alternative.
- Repeat prescription requests should be placed through our website www.dounbysurgery.co.uk or the prescription line 771886.
- Prescriptions will be sent to the pharmacy of your choice. If you are unwell, please arrange for a friend or family member to collect your medication.
- Documents will be posted out to the patients address