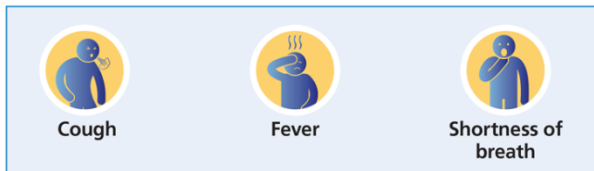


CODFORD / FOVANT / SHREWTON / WILTON

SPRING 2020

COVID-19 VIRUS

Have you been to an affected place in the last 14 days or had contact with somebody with Coronavirus and do you have a cough/fever/shortness of breath?



If you feel you have been affected in any way, we advise that you use the NHS 111 online service or call NHS 111 and self-isolate.

Please note that our Online Booking System has been temporarily suspended for the time being. We will let you know when it is switched on again.

Please remember to visit our website, Twitter feed and Facebook page for the latest information and guidance. You can also order your repeat medication, track your referrals and ask a receptionist a question via the website.

Good News

In February we had 97.4% appointment attendance. This is higher than the national average, so please help us to keep up this level of excellence by letting us know if you can't make your appointment. *Ask a member of our friendly reception team to sign you up for our SMS reminder service today!*

SURGERY PHONE SYSTEM

We had a three month trial of an auto attendant on our phone system to ensure that patients reached the right department first time. However, after much deliberation and feedback we have now removed the auto attendant and your calls will be answered by a receptionist first time.

We will still be informing you of any issues that may arise via an automated message at the beginning of your phone call, such as COVID-19, so please do listen carefully as these messages are there to help and inform you.

EXTENDED ACCESS

You can now see a GP or a member of the nursing team from 6.30pm to 8.00pm at Wilton and a GP at Fovant. To book an appointment please phone your surgery.

COMING SOON!! You will be able to have your blood taken at our Fovant Surgery between 6.30pm and 8.00pm. We will let you know as soon as this service is up and running.

PATIENT PARTICIPATION GROUP

Comments & suggestions are always welcome. See our website or our friendly team for more details. We also have a PPG and we welcome you to participate in this group.

NEXT MEETING : Monday 8th June @ 12.30pm at The Old Orchard Surgery, Wilton. For more details contact Jenny Holmes – PPG Secretary or email jenny.holmes9@nhs.net for more information.

PLEASE REMEMBER TO LEAVE **48 HOURS** BEFORE COLLECTING YOUR REPEAT MEDICATION FROM THE SURGERY, OR IF YOU LIVE IN WILTON, FROM LLOYDS PHARMACY.

REMEMBER – WE DO NOT TAKE REPEAT MEDICATION REQUESTS OVER THE PHONE