

# A Message from Martin Randall, General Manager, Leatside Surgery

**Mon 9 August 2021**

Dear Patient,

Before I start with the update, I wanted to thank you all for your patience, support, and good nature over the past few months. The additional pressure of the vaccination campaign along with a marked increase in patient contact has increased the length of time it takes to get through to our team on the phone as well as our usual appointment waiting times.

I completely appreciate that it is frustrating for you and I promise you it is for us too. The team here have been working flat out for the last year in very difficult circumstances and I am very grateful for their dedication.

So, just to remind you!

## **Booking Routine Appointments:**

Patients can now request either a routine **telephone** or **face-to-face** consultation with a GP or Advanced Nurse Practitioner. These can be booked over the phone or online using the [NHS App](#) or [Patient Access](#). Social distancing measures and practicalities of patient flow mean that we cannot offer all of our appointments as face to face in the first instance, but as the rules change we will open up more of our appointments to be booked this way.

Due to these restrictions we will still have to deliver our urgent on the day clinics as a telephone contact in the first instance. As now the clinician you speak with will invite you in for a face-to-face appointment if they feel this is necessary.

When attending your appointment please do not arrive any earlier than five minutes before your appointment and check in at reception. Our waiting area has socially distanced seating and there are medical grade disinfectant wipes and hand gel throughout the building for seats. We routinely wipe down high traffic touch points.

Please do remember your face covering and do not enter the building if you have any of the currently advised Covid symptoms.

## **Repeat prescription orders:**

These can now be delivered by hand to the surgery. In hours please use the prescription box by the front reception desk and out of hours please use the surgery post box by the front door.

Patients can also order repeat prescriptions through the [NHS App](#) or [Patient Access](#).

## **Patient queries:**

Patients can now access the building for queries as before however, please be aware that due to social distancing measures you may have to queue outside to ensure safety for our patients.

## **One-way system:**

There is a one-way system in the building – please enter by the main entrance (past Newsomes Opticians) and then exit via the nurses end).

Thank you all again for your patience and support.

Martin Randall  
General Manager