

We would like to remind all our patients that The Village Surgeries Group is open to support your medical needs. We continue to offer both telephone and face to face appointments according to what is **clinically appropriate**.

To ensure that public health measures are safely implemented we are following the current infection prevention and control guidance. We have a range of measures in place to keep patients and staff safe from COVID19, including regular cleaning of patient areas and social distancing to avoid queues and crowded waiting rooms.

It is important for patients to understand that although physical access to the practice is being managed appropriately, patients can access help and advice by telephone or remotely, and will **be seen face to face where clinically appropriate**.

We are also offering telephone and video consultations, both of which are convenient and flexible ways to receive healthcare. You will be asked to first discuss your condition over the phone with a clinical member of the healthcare team, to assess what would be most appropriate service for you and which practice member would best provide it. **Face-to-face appointments are available to all patients where there is a clinical need**.

For non-urgent reasons you can access the practice by using e-Consult. This gives you the opportunity to email your query to the practice and you will receive a reply within 2 working days. This may be from the Doctor or another member of the practice team. You will find the link to eConsult on the practice website.

We continue to provide appointments for dressings, cervical smears, childhood and other vaccinations and immunisations, regular blood testing, long term condition checks and will soon re-start minor surgery and implant fittings.

Please be polite and respectful to our Receptionists, Nurses and GPs. The practice team are available and have been working hard throughout the pandemic to support you and your family's health and care needs.

To help the practice team you can

- Visit the local pharmacy for clinical advice on minor health concerns
- Use Patient Access to order repeat prescriptions and get health advice.
- Call the surgery to arrange an appointment. The Receptionist will handle your call and arrange for you to be assessed by the most appropriate member of the healthcare team first, who will arrange for a **face-to-face appointment where there is a clinical need**.
- Use eConsult to request non urgent advice, you can find the link for this on the surgery website. You will receive a response as soon as possible, usually within two working days. Please do not use this method of contact for very urgent medical problems.
- For urgent issues or out of hours, you can also call the NHS on 111 or go online to seek NHS advice.

Measures are in place to keep you safe from infection during your visit to the surgery. If you are asked to come into the surgery for a face-to-face appointment, please remember to wear a face covering.

We appreciate there may be some patients without easy access to phones or online services. To ensure these patients are not disadvantaged when accessing care they can use the doorbell at the front door to speak to a Receptionist or put a written note in our letter box.

Please be reassured that the practice is open and here for you. We are continuing to provide services as we have been doing throughout the COVID-19 pandemic and are prioritising the delivery of care and services based on our patients' clinical needs.

COVID VACCINATION PROGRAMME

The practice is working hard to help provide the largest vaccination programme in the history of the NHS, working with the Doctors and staff from the 5 practices who make up the Rural Alliance Primary Care Network. We have been balancing our working in the programme at Cheshire View, Christleton with continuing to be open and managing your clinical needs.

Please do be reassured that if you need medical attention, the practice is here for you and will determine how to best support you, based on your symptoms.

A vaccination programme of this size and scale will still take some time to roll out in full and everyone who needs the vaccine will be offered it. The Rural Alliance practices are coming to the end of our 26 weeks planned vaccination programme. We have delivered over 23,500 1st and 2nd doses to patients in Cohorts 1-9.

If you are in Cohorts 10-12 the NHS will be in touch with you when it is your turn to be vaccinated. Please don't call us before you are invited. In the meantime, you can get information about the COVID-19 Vaccination online at www.nhs.uk/covidvaccination.