



Palace Gate Practice Update, 22/5/2020

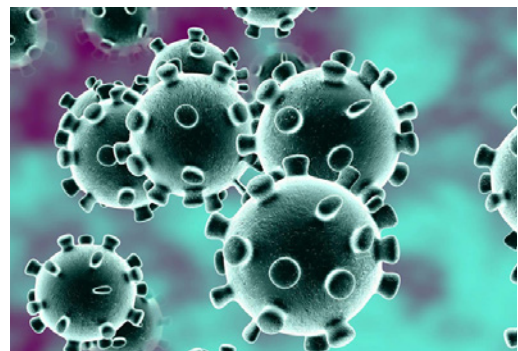
Dear Patient

We would like to inform you of the changes we have made at PGP to allow you to attend the practice with confidence that we have taken all necessary precautions to protect both you and our staff. We follow Public Health England (PHE) and other advice. We daily update and review our protocols to reflect new advice and changes including new research data about the Coronavirus and its management.

The Palace Gate Practice has been open throughout this pandemic crisis in order to continue to provide medical services to you. It is very important that you do consult with us if you have medical concerns or have developed any worrying symptoms. Like the Government, we are concerned that people are ignoring symptoms due to their worry about seeking medical attention or attending hospitals or GP surgeries in case this exposes them to any risk of catching the Covid-19 infection. This is likely to result in the late diagnosis of certain cancers, patients not having important follow-up consultations and tests for conditions such as high blood pressure, diabetes and heart disease and children not completing their childhood vaccinations.

A summary of the measures we have taken:

- We screen all patients on the telephone prior to making and confirming an appointment.
- We continue to offer telephone and video consultation appointments. This is a useful way of making an initial assessment to decide whether we need to see you face to face at the practice or whether your problem can be dealt with satisfactorily via the telephone or video link.
- You can only book face to face consultations with us after appropriate triaging.
- If you have any symptoms of a possible Covid-19 infection including, new fever, persistent cough, loss of taste or smell, you must NOT come into the practice but follow PHE guidelines and self- isolate for 7 days. Call us and we can guide you through what to do.
- We ask that you attend any face to face appointments wearing a face mask or face covering and to wear gloves.
- We have a strict control on how many patients can be in our building at any given time in order to maintain social distancing. We are staggering appointments.
- Please make sure you arrive on time for your appointment. If you arrive early, we may ask you to wait outside in order to maintain social distancing.





- We permit a child to be accompanied by 1 parent only or a patient and 1 carer.
- We would ask you once in the practice to observe social distancing in any waiting area or when going up and down stairs.
- Due to social distancing, we have introduced the staggering of scheduled appointments. The doctors will have specific roles and responsibilities within the practice. Therefore, you may be offered an appointment on any given day with one of practice team who may not be your usual doctor. Dr Covell has increased his presence in the practice to make sure we have sufficient available appointment slots for you.
- We have installed a new screen at reception and our staff wear a mask and surgical scrubs.
- Our doctors wear full protective equipment (PPE) when they examine you which may include a gown, facial mask, visor, apron and gloves.
- The practice and consulting rooms are frequently disinfected with anti-viral products.
- Door handles, light switches, chairs and things that are frequently touched are regularly cleaned.
- Even though many private hospitals and private specialists have limited the scope of their service, our experience is that we can obtain specialist appointments and organise diagnostic tests when there is an urgent medical indication ie. if something needs sorting out.

We appreciate your understanding and cooperation. We will keep you updated as things change.

Further advice is on our website www.palacegatepractice.com

Best wishes from all of The Palace Gate Practice Team.

