



STAY SAFE

THE BRIDGE SURGERY COVID 19 POLICY

PATIENT INFORMATION

Due to the present COVID-19 pandemic the practice has moved to a triage appointment system. You can call the practice and we will arrange for you to be called back by a clinician. Please ensure you confirm your contact number and keep your phone with you. Face to Face appointments with a Dr are at the request of the Dr and on an immediately necessary basis only.

PLEASE DO NOT COME TO THE SURGERY UNLESS YOU ARE REQUESTED TO DO SO BY A CLINICIAN.

Where possible use our online service to request repeat medication ensuring that you nominate a pharmacy that you will collect this from and your prescription will be sent directly there by our electronic prescription service.

You can also send your prescription request directly to our prescription clerk by emailing it to:

bridgesurgery.prescriptions@nhs.net

Please ensure you include your full name, date of birth and dosage of any medications required when requesting by email

The front porch is also open to patients that are unable to access any online services, where by request forms can be completed and posted in the post box however only one person is permitted in the area at a time and a face covering must be worn

Please be aware it may take up to 3 working days to process a prescription so must ensure requests are made within a timely manner as we cannot guarantee urgent prescriptions can be dealt with any quicker.

Patients can still book in for nursing procedures, vaccinations and blood tests that have been requested by a doctor. We are now also recalling patients for their annual health reviews when and where they are needed

When attending the surgery please be aware of the following

- There is currently no parking permitted for patients on the practice car park
- Unfortunately there are currently no toilet facilities available to patients
- When arriving for an appointment you must attend alone unless you require specific assistance
- You must wear a face covering
- You must wait to the side door of the building standing on the white X's marked on the ground ensuring social distancing from any other patients and your clinician will bring you in at the time of your appointment
- You must dress appropriately for the climate as unfortunately we cannot allow patients to enter the building to wait in the event of bad weather.