

Corona Virus (Covid-19) Useful Information and Links

The practice is working hard to keep both you and our staff safe and well so that we can continue to look after you. It is important that you do not think that Covid-19 has gone away.

In order to protect us all we have changed the way we are working and trying to reduce the number of patients needing to come to the surgery to see a doctor or nurse. When you phone the surgery you will be offered a telephone call with a GP or nurse. In order for the reception team to be able to book this with the best person to deal with your problem they will need to ask you some questions, they are not being intrusive they are trying to help you.

The clinician will call you back, it may not be at precisely the time booked but will be as near as possible, please do not phone the surgery to check when the GP will call as they may have other emergencies that have occurred that need to be dealt with.

You may want to try using eConsult, the link is on the front page of our website. This will guide you through questions and will direct you to the most appropriate service if it is not the GP. There is also a button to contact reception if you just require a sick note, for example. You will be contacted by either email, telephone or text depending on the outcome of the consultation.

There are also the online services that allow you to order your repeat medication or access your blood results, if you are not registered to use this and have access to either a computer or a smartphone then please ask reception about it.

Attending the Surgery

If you are asked to attend the surgery, we are still taking measures to protect you and us. Please take note of the following guidance:

- Come alone unless you need assistance
- Please wear a face covering before coming into the building
- Do not arrive more than 5 minutes before your appointment time, if you arrive early you will be asked to wait in your car or the foyer
- There is hand sanitizer in the foyer please use it on your way and on your way out
- If the clinician is running late you may be asked to wait in the foyer
- Please keep to the 2m rule where possible whilst in the building
- The clinician will be wearing PPE (mask, apron and gloves, possibly a visor) for all face to face appointments. If you are hearing impaired and need to lip read, please make sure that you tell the clinician so they can help you.

Available appointments

Due to the changes in working methods we have less available appointments. Please try to only contact us if it is necessary and your concerns cannot be dealt with by self-management, asking your pharmacy or other help group.

We are all working very hard to give you the best service but due to the changes in ensuring your safety things take longer.

We appreciate that it is frustrating but be kind to the staff who have worked tirelessly to care for you, this includes the reception team who have been in the frontline since lockdown taking your calls and ensuring you receive the care that is necessary.

Message from the CCG about requesting Covid-19 Tests

Our GP practice in Dorset are experiencing a large amount of calls re booking for Covid-19 tests.

Unfortunately, our surgeries cannot help as they only have access to the national portal that residents also have.

NHS Test and Trace is working and the capacity is the highest it has ever been but there has been a significant demand for tests including from people who do not have symptoms and are not otherwise eligible.

New booking slots and home testing kits are made available daily for those who need them.

Please only book a test if you have coronavirus symptoms or you have been asked to get a test.

If you do not have symptoms and are not eligible to get a test you can continue to protect yourself if you wash your hands, wear a face covering and follow social distancing rules.

Government Corona Website – advice and guidance

<https://www.gov.uk/coronavirus>

Needing a FIT Note

[Sick Note Guidance](#)

Needing a Test

If you have symptoms relating to Covid-19 please arrange a test at:

www.nhs.uk/coronavirus

Information for Carers

<https://www.carersuk.org/help-and-advice/health/looking-after-your-health/coronavirus-covid-19?id=6268:coronavirus-guidance>

Volunteering during Covid-19

<https://www.volunteeringdorset.org.uk/>

Domestic Violence

If you are feeling at risk

[https://www.princeofwalessurgery.co.uk/website/J81637/files/Domestic Abuse COVID19 A4poster DP.PDF](https://www.princeofwalessurgery.co.uk/website/J81637/files/Domestic%20Abuse%20COVID19%20A4poster%20DP.PDF)

Local Support

<https://www.dorsetcouncil.gov.uk/emergencies-severe-weather/emergencies/coronavirus/community-response/communities-and-volunteering.aspx>

Diabetic Advice during Covid-19

[Diabetic advice during Covid19 for Patients \(2\).doc](#)

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