

Important information for Patients

Due to the Covid-19 pandemic it is essential that we create capacity going forward to deal with the significant pressure this will put on the practice and reduce footfall into the practice of vulnerable patients.

To this end we have made the decision to temporarily:-

- **Suspend recall of our Chronic disease patients**
 - *Patients with an acute exacerbation of their condition should contact the practice for advice.*

- **Suspend booking of routine procedures such as minor surgery, coils, implants, joint injections and ear syringing**
 - *A waiting list will be kept of those patients requiring these services.*

- **Suspend booking of routine face to face follow up appointments.**
 - *Patients who require advice or follow up will be booked a telephone call.*

- **Suspend the collection of prescriptions from the surgery.**
 - *If you have not got a nominated chemist please let us know one asap.*

Our reception team will continue to triage all calls and signpost patients appropriately so please be assured that if any of our patients need medical attention or advice they will receive it.

We will continue to follow local and national guidance, both from the NHS and Scottish Government, and will endeavour to keep our patients as up to date as possible with any changes to service provision.

We fully appreciate that the changes we are being forced to make during this extremely challenging time will have an impact on our patients and we thank you for your understanding.

BGP Partners

15.3.20