

Reception Desk

The reception desk may be unmanned at this time. Please follow any instructions posted in the surgery if you have a face to face pre-arranged appointment.

As you will appreciate, we have put these new measures in place to keep you and our staff safe. All procedures will be constantly under review and may change according to new guidance.

Thank you to all our patients for your understanding, co-operation and support. Please be patient with our staff who are doing their utmost best to help you.

STAY ALERT TO STAY SAFE

STAY ALERT – CONTROL THE VIRUS – SAVE LIVES

Contact Us

Royal Crescent Surgery

25 Crescent Street

Weymouth

DT4 7BY

Tel: 01305 774466

Email: rca.receptionist@dorsetgp.nhs.uk

Website: www.royalcrescentsurgery.co.uk

Preston Road Surgery

102 Preston Road

Weymouth

DT3 6BB

Tel: 01305 832203

Email: preston.receptionist@dorsetgp.nhs.uk

Website: www.prestonroadsurgery.co.uk

Royal Crescent & Preston Road Practice

Accessing General Practice

01-06-2020



Due to the current COVID-19 pandemic we have had to change our ways of working. We are still here to help, and this leaflet explains how you can continue to access our services and receive the best care for yourself and your family whilst keeping you and our staff safe.

- **Please only enter the surgery if you have a Face to face appointment that has been arranged over the telephone.**
- **Please DO NOT enter the surgery until your appointment time.**
- **Please wear a face covering such as a mask or scarf covering your nose and mouth when entering the Surgery.**

DO NOT ENTER THE SURGERY IF YOU OR A MEMBER OF YOUR HOUSEHOLD HAVE COVID SYMPTOMS.

Thank you

- **How to contact your GP**

If you need medical advice you can complete an EConsult from our practice website and you will receive a response within 48 hours (often on the same day) - this is the preferred method.

You can also telephone reception and ask for a Telephone Consultation with your GP. Receptionists have been trained to ask for some details, which are then passed to your GP.

If your GP decides with you that a face to face appointment in surgery is required, they will arrange a time for you to come in. (please ensure we have your correct contact details)

Please do not enter the surgery before your appointment time.

- **How to book a Nurse appointment**

Please telephone the surgery to book a Nurse, Healthcare Assistant or Phlebotomist appointment. Most services are available however some routine procedures may be placed on hold for the present time. It is important that immunisations continue so please do contact us to arrange these.

- **Prescription Requests**

Request your prescription via Patient Online services such as SystmOnline – this is our preferred method. If you are not signed up for this, please contact reception who will be happy to help you or visit our website for further information. You can ask your nominated pharmacy to request your medication or post your prescription request through our letter boxes. Your prescription will be sent to your nominated pharmacy. Please allow a week for this to be ready.

- **General queries** – i.e. sicknotes, medical reports.

For general queries and administration please complete an EConsult from our website. If you do not have access to a computer, please telephone the surgery.

- **New Patients** - If you would like to register as a new patient, registration forms can be downloaded from our website or posted to you if you do not have access to a computer or printer.

- **Samples** – If you have been asked to provide a sample, this can be posted in our letterbox in the correct sample container and laboratory bag given. Please ensure your name and date of birth is clearly marked.

- **Long term condition reviews**

We will be restarting Asthma / COPD / Diabetes / Hypertension reviews. These will be via video consultation or telephone. You will be contacted when your review is due. If, however you have any concerns regarding your condition(s) please contact the surgery.

- **Booked Appointments** – coming into the surgery

If you have a booked appointment, please only enter the surgery at your allotted time and adhere to social distancing at all times both outside and inside the surgery.

- Please wear a face covering, such as a mask or scarf, over your nose and mouth when entering the surgery.
- Please come alone if you possibly can to reduce the number of people in the surgery.
- Please wear appropriate clothing according to the type of appointment you are attending for.
- Please note our toilet facilities are not available at this time.