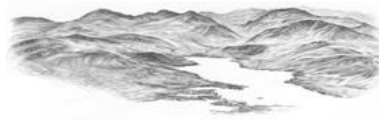


Langabhat Medical Practice

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NOTICE TO THE PUBLIC

(Valid from 6th July 2020)

GRADUAL REOPENING OF CLINICAL CAPACITY AT LANGABHAT: WHAT YOU NEED TO KNOW

Dear Patient,

First can we say a big thank you for your continued patience during this difficult time when we have all had to make drastic changes to the way we work and live through the COVID pandemic. In line with Scottish Government guidance, we are now at a stage where we have been informed that we can start to slowly reintroduce services but with this comes a new way of working to ensure that we continue to protect patients and staff from the risks posed by infection due to the persistence of the COVID virus in the community/country at large. The structure of our contact and clinics will look quite different for the foreseeable future with advice that for at least the next two years we need to be mindful of social distancing and the limitations this places on our traditional ways of working. The following is designed as a helpful guide for patients accessing services at Langabhat.

CONTACTING THE PRACTICE

- Due to the requirement to reduce contact and footfall into the surgery buildings we would ask that all requests for appointments, new medication and advice is done by telephone (01851 860222) or e-mail (langabhat.wi@nhs.net)
- You can register to order repeat medications online 24 hours a day, 7 days a week. Call or email the practice to register for this service.

OPENING TIMES

- As services are slowly reintroduced, we will be opening sites on different days to help us maintain services at all sites while allowing appropriate spacing of clinic times, staff and patients to avoid congestion.
- The table below shows current opening days and times beginning Monday 6th July 2020:

	MON	TUES	WED	THU	FRI
LEURBOST	8am-6pm	8am-6pm	8am-6pm	8am-6pm	8am-6pm
CARLOWAY	8am-5pm	CLOSED	8am-5pm	CLOSED	9am-5pm
BORVE	9am-5pm	9am-5pm	CLOSED	8am-5pm	CLOSED
PAIRC	CLOSED	9am-1pm	CLOSED	CLOSED	9.30am-4pm
UIG	9am-1.30pm	CLOSED	9 - 11am	CLOSED	CLOSED
BERNERA	2.30 - 5pm	CLOSED	12md-5pm	CLOSED	CLOSED

APPOINTMENTS

- **Telephone assessment:** to avoid unnecessary face to face contact, all requests for appointments will first be dealt with via a telephone assessment from a clinician. In many cases we have found that problems can be dealt with effectively by telephone and this will continue but patients who do need to be seen will be given a clinic appointment.
- **Face to Face Appointments:** If a face to face appointment is necessary, wherever possible patients will be asked to attend for their appointment alone to reduce the number of individuals in the sometimes-small clinic rooms. There will of course be exceptions to this such as those who need someone with them for communication reasons (e.g. visual and hearing impairment) or complexity of the clinical problem and these will be accommodated.
- **Face Coverings:** Currently there is limited evidence on the protective effect of wearing a face covering. It may help limit the spread of the disease from a person carrying it to someone who does not have it. We will therefore ask patients and anyone accompanying them to wear a face covering (scarf or a face mask) whilst in the Practice. Exceptions will be made in certain cases for patients who cannot tolerate wearing face coverings. Our clinical staff will discuss this with you before booking any appointment. Your clinician will wear a face mask and may also wear gloves and a plastic apron during your appointment depending on the situation and type of examination if any required.
- **Waiting Room:** we will ensure that on the whole we keep the number of patients in the waiting room to a minimum at any one time. We have restructured so that there are designated chairs to help you with social distancing and cleaning at hourly intervals as well as between patients. When you arrive, please register at reception, then return to your vehicle. We will call you on your registered mobile phone or summon you from your vehicle if you do not have a mobile near to the time of your appointment. If you do not have a car, you will be able to wait in the waiting room.
- **Sending pictures to the practice:** on occasion it may be possible to deal with conditions we would traditionally need to see face to face such as skin problems by sending a picture taken on a home device (such as a smartphone) to the practice. You should send any

images we ask for to langabhat.wi@nhs.net. All images will be held securely in your notes for reference and the original e-mail deleted after a period of 7 days. Please be aware that you DO NOT have to agree to sending images in in this way if you are not comfortable with the idea.

CLINICIAN AVAILABILITY

- The nature of the layout of our surgeries means that we will have a number of clinicians working remotely from home each day to avoid congestion and maintain staff safety. We will therefore be introducing a number of telephone and video clinics to deal with problems that can be dealt with this way and maintain access to all clinical staff. Whilst we appreciate that patients will have a specific clinician they may wish to see, this may not be possible with this new system of work and we would ask that this is taken into consideration

MEDICATION ORDERS

- At present we are still being asked to keep footfall to a minimum and will continue to work with our volunteer groups to ensure that medication is delivered to patients' own homes wherever possible. We are aware of the constraints that the volunteers will have especially as we all return to our jobs and caring responsibilities so would ask you to bear with us as this is subject to change. We ask for 72 hours' notice for all repeat medication orders so please put your order in in good time
- If you are being prescribed a one-off medication and are due other regular medications, please order your regular medications so that both can be delivered at the same time.

CHRONIC CONDITION REVIEWS

- For the many patients who live with a chronic illness (such as heart disease or lung problems) we will continue to perform periodical reviews including medication and blood tests. We will aim to reduce the frequency of these reviews where it is safe to do so in order to reduce the need to attend the surgery in person.
- Wherever possible we will conduct reviews by telephone and the use of home monitoring equipment to avoid the need to travel to the surgery for an appointment.
- Where choice exists, we will use medication for your condition that requires less monitoring such as less blood tests. This will only be done if we can guarantee that the alternative is at least as effective as the usual medication.