The recent outbreak of Covid-19 is placing new and increasing challenges on our practices, and our primary concern remains keeping our patients and our staff as safe as possible.

For that reason, we are putting in place some pre-emptive contingencies to reduce the possibility of spreading the virus.

These measures may be different from practice to practice, and we ask for your patience and co-operation in supporting any measures put in place to protect you.

Practices have suspended online appointment booking to mitigate any risk of potentially infected patients booking an appointment online and attend the surgery when they should be receiving advice to self-isolate and use the NHS 111 online service at <https://111.nhs.uk/service/covid-19>.

Advice as of 12/03/20 is for anyone with a cough of fever to self-isolate for 7 days.

111 will arrange testing for coronavirus, if needed, and will advise on self-isolation measures, should they be necessary.

Practices with open access and sit-and-wait facilities have suspended these clinics for the same reason.

For all medical issues, please call your surgery as usual. Your call will be triaged by reception staff and if your need is urgent for the day you will be added to a telephone clinic. A clinician will call you and either manage your problem on the phone or arrange a same-day appointment if needed.

Telephone appointments allow for triage and are more effective in signposting patients to the most appropriate service.

Please update your doctor’s surgery with a mobile number if you have one to facilitate communication in the form of SMS or video consultation. Anyone without a mobile will be contacted on a landline number.

Some of our practices offer e-consult or email services, and we would encourage people to use these facilities for non-urgent queries. You do not need to be registered for online access the e-consult service. Further information can be access via your surgery website.

You may be asked at times to wear a mask whilst being examined, and we ask that should this be requested of you that you comply. We need to keep our clinicians safe so they can continue to treat patients.

We would like to reassure you that we are frequently refining our plans for this outbreak and are working together to minimise the impact on our services. Updates will be provided on our websites. We thank you for your understanding.

Southam Surgery

St Wulfstan’s Surgery

Kineton Surgery

Harbury surgery

Fenny Compton SUrgery