

COVID-19 NEWSLETTER

What are the procedures for coming to Swan Medical Group?

As of Tuesday 23rd June, Swan Surgery will be trialling a new system to welcome a small number of patients that have booked appointments, to utilise our waiting room. We have set up 2 carefully spaced out designated waiting areas for this purpose.

Here are a few guidelines on what to expect when coming to the surgery:

- ◇ Please do not arrive too early for your appointment. (5 minutes early maximum), we have very limited numbers allowed in the surgery at one time.
- ◇ On arrival a receptionist will take your temperature and you will be asked to wear a face mask and apply hand gel.
- ◇ You will be sent to waiting area A or B, please follow the signs accordingly, a clinician will then come and collect you for your appointment.
- ◇ If you have a sample to hand in, these will be collected from you at the main door.
- ◇ For all other general queries, you will still need to use our intercom system at the main doors and will not be allowed entry into the building unless absolutely necessary.

We have put together some short videos of when you visit the surgery which can be found on our website: www.swansurgery.co.uk.

These measures are currently only in place **Swan Surgery** during our trial, but will be rolled out to **Liphook Village Surgery** in due course. We will of course keep you informed of any changes as they come into place.

For the latest updates please follow us on Facebook, Twitter or Instagram.

Any changes to surgery procedures will be updated on these platforms and we also regularly post information on various topics so please like/share and join our pages.



: @SMGgps



: @swangps



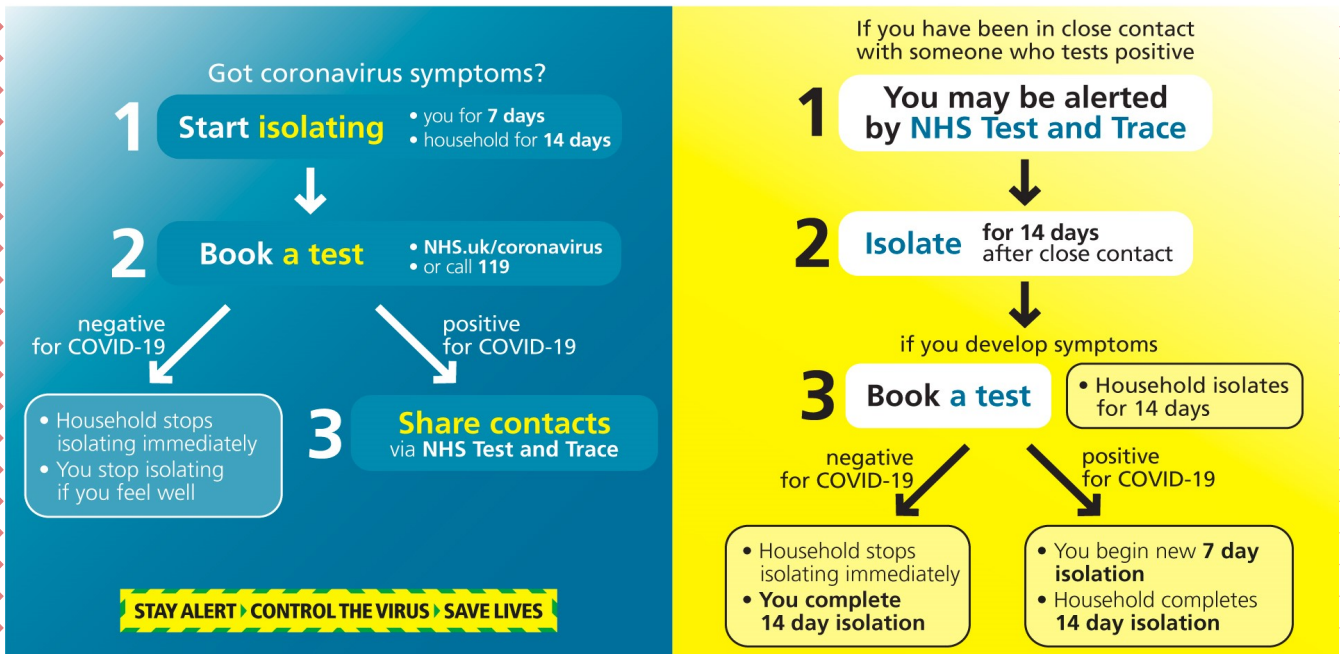
: @swanmedicalgroup

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NHS TEST AND TRACE

 HM Government





If you or someone in your household have symptoms of Coronavirus (a high temperature, a new, continuous cough, or a loss or change to your sense of smell or taste), you should immediately self isolate and request a test to check if you have the virus. This will be an at home swab kit. You and anyone in your household MUST continue to self-isolate until you get your result. There are certain guidelines to follow, depending on what your test result is and there is a guide above on how this new system works.

There is more information on this and how the test and trace system works, on the NHS website, please go to: <https://www.nhs.uk/conditions/coronavirus-covid-19/testing-and-tracing/>



NHS APP

The NHS App that lets you book appointments, order repeat prescriptions and access a range of other healthcare services.

Please note if you currently use Patient Access then you can also set up the NHS App and use both.

'Try the NHS App'

All patients at Swan Medical Group can now use the new NHS App - a simple and secure way to access a range of NHS services on your smartphone or tablet.

You can use the NHS App to check your symptoms and get instant advice, book appointments, order repeat prescriptions, view your GP medical record and more.

The App is easy to set up and ID is verified through your device without having to visit the surgery.

For more information visit our website or go to www.nhs.uk/nhsapp