

## **IMPORTANT INFORMATION**

### **When attending the flu clinic**

1. Do not attend your appointment if you have any Covid related symptoms including, high temperature, a new continuous cough or loss or change in sense of smell or taste.
2. You must wear a mask or face covering when in the building
3. Please only attend the surgery if you have been asked to do so and come as close to your appointment time as possible.
4. You may be asked to wait outside and will be called when we have the room for more patients.
5. The clinician will be wearing personal protective equipment.
6. You will have your temperature checked when entering the building using a non-contact head scanning thermometer. If your temperature is raised you will be asked to leave and we will call you to arrange another appointment
7. Assuming your temperature is normal; we will ask you to join a queue in the waiting room and corridor to enable social distancing.
8. We understand that some patients may need a relative or carer to come with them, but where possible we ask if you can come on your own to minimise the number of people in the building.

Due to social distancing measures we are not able to invite more than one child to the nasal flu clinics.

We are taking all the necessary steps to protect you and our staff from coronavirus. Robust measures are in place to ensure that our practices are safe. This includes the installation of social distancing signage, reception screens, one-way systems, hand sanitising stations and use of PPE (personal protective equipment).

## **BIDDLESTONE HEALTH GROUP UPDATE**

Biddlestone Health Group has always been and is still open to help our patients at this time. We thank you for all your patience and support, however as a result of Covid-19, the ways you can contact us are varied.

They are by:

- Calling the surgery on 0191 2655755 as usual.  
Your details will be added to a clinician's appointment list who is working that day and you will receive a telephone call back sometime that day.  
This may result in telephone advice, a face to face appointment if necessary, and a video consultation if appropriate or,
- For the small few who are unable to get to the surgery or need a home visit you may also be re-directed to another service if that is deemed best for you.

If you are required to come to the surgery, please be aware of the following:

- You must wear a face covering on entering the building.

- Please only attend the surgery if you have been asked to do so and come as close to your appointment time as possible.
- The clinician, will be wearing personal protective equipment
- The receptionist will ask you some Covid related questions to confirm you are able to be seen

We understand that some patients may need a relative or carer to come with them, but where possible we ask if you can come on your own to minimise the number of people in the building.

In order to help with the changes as to how we operate we are currently investing in a new telephone system which will enable the number of lines to be increased and provide an improved queueing system.

Our practice is working extremely hard to manage the backlog of work and patient appointments as a result of Covid-19.

Please be assured that we are doing all we can to arrange appointments and services for you as quickly as possible.

Please also be mindful that, at times, our workforce may be affected by Covid-19, so our team may be smaller than usual. We are, however, all doing our very best to look after you.

We ask you to be patient, polite and respectful.