

Post 19th July 2021 what will be happening at The Masharani Practice?

Whilst the government may lift the majority of Covid restrictions on 19th July this does not mean that the practice will return to pre- Covid days.

As you will be aware that new mutations are proving more transmissible so it is easier to catch from an infected individual. It also appears that people who have been fully immunised are symptom free or have mild symptoms if they catch the virus. This means these asymptomatic individuals are more likely to spread the disease.

From the start of the Covid pandemic GP practices were advised that we should start managing patients by telephone or video consultation or email consultation but if a patient needed seeing then they should be offered a face-to-face appointment with suitable Covid safe measures.

We are going to continue with this model after 19th July until the case rates of Covid infection subside or we are told otherwise by NHS England

Our concern is that if we allow the sort mixing of patients in the waiting room as before we will put vulnerable patients at risk of acquiring Covid infection from asymptomatic individuals.

In summary

- **Despite relaxations of rules elsewhere, we cannot return to full waiting rooms without social distancing because of risk of spreading Covid infection to vulnerable patients.**
- **We will be implementing a “Phone first” policy – The phone call will act as a screening process before a face-to-face appointment to minimise numbers of people waiting in the waiting room.**
- **Please refrain from coming to the practice unless invited to do so. Request prescriptions on line or by telephone. Book clinicians appointments by phone or online**
- **When you attend the practice we will still require you to wear a mask.**
- **We ask you to please be respectful to all our staff while we continue with our “Phone first” policy.**
- **Constructive feedback regarding the new system is always welcome.**

To enable use to work out how urgently you need to be seen I have instructed the receptionists to ask you some details regarding your current illness and with this information the staff will give you the most appropriate appointment with the right clinician.

It is not possible to accurately predict how much time each patient in the queue will take but be reassured that we are working on this matter.

Shouting at my staff is generally not helpful so please bear with us as we go to the next phase of opening up services for our patients.

Dr Vipul Masharani

Workflow diagram

