

Larne Family Practice – Update – 3rd July 2020

We would like to thank you for your continued patience, understanding and support over the last 5 months. We would like to assure you that we are still providing the best possible service we can under the ongoing difficult circumstances.

Please note that as the surgery is still operating under strict covid-19 guidelines from PHA/DOH we cannot have open access to the building.

If you or a member of your family is unwell and needs medical attention please contact the surgery as normal for further advice.

If any key workers require a Driving Medical examination then these are being carried out by the GPs providing you have no symptoms of Covid-19.

All appointment requests will be triaged by telephone. This means that you will not be able to book a routine review appointment unless this has been agreed by a GP or Nurse.

When you phone the surgery you should be aware of the following:-

- If the call is received before 11.30am you can expect a call back before the end of the day.
- If the call is received after 11.30am you may be asked to call back the next day unless you require URGENT MEDICAL ADVICE.
- Patients being called back in the mornings should be available to take a call from a GP from 8.30am onwards and that the call will be from a PRIVATE NUMBER. If you do not answer your phone a message will be left, where possible, but the GP will not phone back and you will have to ring again the following day.
- The GP will only call ONCE!
- Patients cannot specify a time to be called. - If you request a specific GP you will be informed that it may not necessarily be the specified GP who calls you back.
- Please ensure we have the correct contact number.

If you do have to attend for an appointment please ensure you adhere to the following:-

- Park in the Patient Parking area at the front of the building – **Please do not park in the side staff parking area and do not block the side entrance as we require this to be kept clear for emergency purposes and for those requiring disabled access.**
- Wear a face mask.
- Come to the side entrance of the building and notify staff of your arrival via the Intercom.
- Stand back from the door and wait to be called by your clinician.
- Sanitise your hands on the way in and out of the building.
- Please ensure you adhere to the recommended social distancing guidance while you wait.

Prescriptions

Please continue to order your prescriptions via our Website and allow 48 hours' notice before you collect them from your Pharmacy. Telephone prescription requests will be taken between 9.30am and 12.30pm only. If you require an urgent same day prescriptions (for example Antibiotics) please wait until after 3pm to collect these from your pharmacy.

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Hospital Appointments

Did you know you can contact the hospital Waiting list department directly to check when you will be seen? Ring your referred hospital and ask for the Waiting List Office.

Antrim Hospital 028 9442 4000

Royal Hospital 028 9024 0503

Routine Screening

The Department of Health has advised that some Routine Screening Programmes can be reinstated such as Cervical Smear Clinics. We will be sending letters to the ladies who are due to have a test. Please ensure you follow the guidance on the letters.

Asthma Checks

Did you know you can complete our on-line Asthma Questionnaire? Just go to our Website and select Asthma Review from the Further Information section on the right hand side. Once we receive your questionnaire it is passed to our Practice Nurse. Should she or you have any worries or concerns about your asthma a telephone consultation will be arranged.

Updates

To keep up-to-date with all the latest information please subscribe to our Newsletter. Go to the Online Services Menu and select the 'Sign up to our Practice Newsletter' link. Any updates / change will be emailed directly to you.

July Closure Dates

The Practice will be closed on Monday 13th July and Tuesday 14th July – Should you require urgent medical assistance over this period please use the following numbers:-

- Monday 13th July – Please contact Dalriada Urgent Care 028 2566 3500
- Tuesday 14th July – Between 8.30am and 5.30pm contact 07547 081 144 5.30pm contact Dalriada Urgent Care 028 2566 3500 – The Practice will reopen on Wednesday 16th July at 8.30am

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