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We are here

Although we are now working in a different way, we are urging patients not to ignore any health issues or concerns and to contact us. We are here as we have been throughout the pandemic. Our doors may be closed but you can still access us by the practice website or via telephone (details above).

Please do not come to the surgery unless you have been asked to do so by a GP or nurse or if you are here to collect medication from dispensary.

Changes to the practice

We are operating a telephone triage system. This means that all patients will receive a phone call from the GP or nurse who will assess you over the telephone. If they feel a face to face appointment is needed, they will book you an appointment for you to attend.

Doctors and nurses will be wearing full protective equipment; masks, visors, aprons and gloves. This is to protect everyone.

We ask that all patients attending the surgery wear a face mask or face covering.

Clinical System Migration

The practice is a member of the Tewkesbury, West Cheltenham, Newent and Staunton (TWNS) Primary Care Network (PCN). PCNs are based on GP lists, serving their communities through better collaboration between member practices and others in the local health and social care system. All other member practices use a clinical computer system called TPP SystmOne. In order to align the practice with those of the PCN, we have taken the decision to migrate to SystmOne in November 2020.

Migration from one clinical system is complex. The process cannot happen seamlessly or during out of hours. The process takes approximately two months.

What will patients notice?

Whilst we endeavour to minimise the impact of the transition period on patients, there will inevitably be disruption. Services will be reduced during the two weeks prior to the official 'Go Live' date of 2nd November. It will help us immensely if you could bear with us during these two weeks and the weeks following the implementation of the new clinical system. Although training will be provided, the best way to learn something new will be 'hands on'. It will be a learning curve for all of us.

Further information will be provided – please check the practice website for the latest information

Seasonal Influenza Clinics

This year's flu clinics are as follows:

All patients 65 and over

(Includes patients that will be 65 by 31 03 2021)

Saturday 10th October 2020 8.20-12.30

Saturday 17th October 2020 8.20-12.30

Eligible patients under 65

Saturday 31st October 2020 8.20 -11.30

All patients attending the surgery must wear a face covering and comply with social distancing requirements. Please do not attend your appointment earlier than your appointment time and do not attend at all if you are displaying Covid symptoms.

Staff will be available on the clinic days to direct you through the practice and answer any questions you may have. We will have a one-way system through the practice and patients waiting outside will be asked to form socially distance queue or wait in their cars if too many people are waiting.

Please consider what type of clothing to wear. Something that allows easy access to your upper arm is ideal.

In order to minimise risk we aim to get patients in and out of the practice as swiftly as possible. We cannot unfortunately deal with any health or medication requests during flu clinics.

Please help us to help you –

- Arrive on time
- Wear a face mask or covering
- Observe social distancing
- Consider easy access clothing
- No medication queries on the day
- No health issues on the day

Please note that people in the 50-64 year old age group will *not be vaccinated until November or December*, providing there is sufficient vaccine, and no appointments will be offered for this age group until then. This is to ensure that those who are most at risk are vaccinated first.

If you are 50-64 and you are in one of the other groups which is eligible for the flu vaccination, for example you have a health condition which puts you at risk from the flu, you need to book an appointment for the **31st October clinic**.

Patients that are unable to make the October clinic dates are asked to ring back at the end of October as further clinics will be added.

Patient Details

It is really important that patient contact details are kept up to date, especially mobile phone numbers. Please ensure reception have the correct contact details for you.

Sarah – Practice Manager