

-UPDATE ON RE-OPENING OF DUNNINC ROAD SURGERY-

We would like to inform patients that we are planning to re-open Dunninc Road Surgery on Monday 29th June 2020.

Access to the surgery will be restricted

We ask that patients still stay at home if possible and follow government guidance

GP appointments

All appointments with a GP will remain only bookable via a telephone triage appointment. Patients wanting to request a GP telephone triage appointment should telephone 01142 570788 between 08:30am and 10:00am (Once we have reached our capacity or if you call after 10:00am you will not be offered an appointment that day)

If the GP triaging feels your symptoms indicate that you may need to be seen they will arrange a face to face appointment for you. Depending on your symptoms the appointment will be at either Dunninc Road, The Health Care Surgery on Palgrave Road or one of the city's Covid-19 sites. The GP will discuss this with you

Medications and test results

If you need to call us regarding a prescription query please call between 10:00 – 12:00.

If you need to call us regarding a test result please call between 14:30 -15:30

Where possible we are encouraging all our patients to use the NHS app to order their medication, the app is simple to use and is available to download onto your smart phone. Patients should also ensure that they have a nominated pharmacy so that prescriptions can be sent electronically direct from the surgery, This helps reduce footfall at the surgery and supports social distancing guidelines.

Nurse appointments and long term condition reviews

As the lockdown eases we are continually updating which services we can deliver safely in line with government and NHS England guidance.

Our nurses will be carrying out long term condition reviews over the telephone until further notice.

All blood tests appointments where possible will need to be done by the Phlebotomy team at Sheffield Arena, A clinician will need to request your test before you attend.

Phone Lines

All incoming phone calls will continue to be handled at The Health Care Surgery.

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
08:30 – 12:30	08:30 – 12:30	08:30 – 12:30	08:30 – 12:00	08:30 – 12:30
14:30 – 18:00	14:30 – 18:00	14:30 – 18:00		14:30 – 18:00

We are monitoring the guidance closely and hope to fully re open Dunninc Road Surgery for face to face services as soon as it is safe to do so.

Thank you for your continuing co-operation during these difficult times