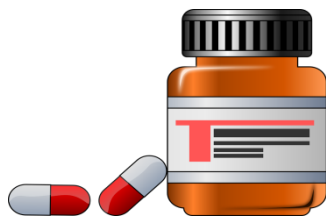


## Lockdown and Long Bennington Medical Centre

As you will be aware we will be entering our second lockdown as of tomorrow. Please rest assured that whilst many areas will be closed off to you, your GP Practice won't. We will be here as we always are, Monday – Friday 8.00 am – 6.30pm.

We would however like your help to once again reduce the footfall to the Practice in order to allow us to keep you and our staff safe. We will continue to see patients for their appointments as we have been but would be really grateful if all other matters are dealt with in alternative ways.

The main door into the Foyer will be closed in order to allow us to again reduce unnecessary footfall. Press the intercom and a member of the Reception team will check whether you are here for an appointment or to collect medication. There are hand sanitisers available at both the Dispensary and as you enter the Waiting Room. Please see the information below with regard to other ways we can help keep you safe.



### Dispensary

Please continue to collect your medication, but only once you have been advised that it is ready.

If you haven't already done so why not sign up for SystmOnline and order your repeat medication online.

You can post your prescription to us. We would advise that you allow 5 working days in order to accommodate the postal system instead of the usual 3 working days.

You can also pop your repeat slip into the post box outside the main entrance and our dispensary team will collect it from there.

## New Patient Registrations

Please contact Reception if you are in our Practice boundary and wish to register with us. Our team of Receptionists will help you find the most appropriate and safe way of doing so.

A photograph of a patient information form. The form is titled 'PATIENT INFORMATION' and has a 'CON' label on the right. It includes fields for 'NAME (PLEASE PRINT)', 'ADDRESS', 'CITY', 'CHECK APPROPRIATE BOX: MINOR', 'SINGLE', 'MARRIED', 'PATIENT'S OR PARENT'S EMPLOYER', and 'BUSINESS ADDRESS'. There are checkboxes for 'MINOR', 'SINGLE', and 'MARRIED'.

## Online registrations



Please contact Reception and we will post the relevant paperwork to you. If you take a picture of yourself with your photo ID this would be useful for verification purposes. We can, once fully operational again, revalidate your ID.

### Sick Notes

Please speak to our Secretarial team who will organise to either post your sick note to you or arrange for it to be sent via secure encrypted email.

### Private letters/paperwork

We can arrange for this information to be posted to you.



### Waiting room



Please do not come to book appointments in person, ring one of our Reception team and they will help you over the phone.

Please do not bring samples to Reception unless it has been requested by a GP and you have been supplied with a named bag. If you think you have urine infection please send a message via AskmyGP if you can (or ring Reception if you don't have access) and a GP will contact you to discuss your symptoms.



Please do not come to the Surgery if you have any COVID symptoms. Stay at home and follow the guidance provided on the NHS 111 website.

**WE ARE OPEN AND WE ARE HERE TO HELP – DON'T WAIT UNTIL 2 DECEMBER TO DISCUSS ANYTHING THAT IS CONCERNING YOU ABOUT YOUR HEALTH.**