

# PARK SIDE MEDICAL PRACTICE

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*Dr Jay*

*Dr John and Dr Latoria*

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Dear PPG Member

We would like to keep you personally informed during these uncertain times and thank you for continuing to support the practice.

We hope that we can continue to work together when everything returns to normal and our meetings can resume as before.

## **Changes/Developments**

- Currently we are not seeing routine appointments and are doing telephone and internet consultations. In urgent circumstances, we are seeing elderly and vulnerable patients and are following COVID19 health and safety instructions to help protect the patients and the staff.
- Prescriptions can be ordered over the telephone at the moment to limit the volume of people coming into the building.
- We have been monitoring our half day closing on a Wednesday afternoon with a view to changing this to a Friday afternoon. During the last month we have evaluated the pros and cons of changing and have decided that this change will take place from the beginning of April.

From April (up to the Easter holidays) we will remain open on both Wednesday and Friday afternoons (excluding Good Friday) as a transition period.

### **What brought us to this change...**

1. Following closure on a Wednesday afternoon we found we were extremely busy on a Thursday.
2. For a long time, Friday afternoon has been our quietest time throughout the week and is therefore considered the best time to close.
3. It is difficult to get Locum cover (where needed) on a Friday afternoon compared to a Wednesday.
4. Each week the surgery is allowed to close for essential staff meetings and training. There would be less disruption to the flow of the working week if this happens on a Friday.
5. The work flow of processing prescriptions would not be interrupted by Wednesday closure.
6. Staff have adjusted their working hours to accommodate the possibility of a busy Monday following Friday closure. Therefore there should be even less disruption to patients.

We hope that you find this sufficient explanation for these changes and look forward to seeing you all soon. In the meantime... **Stay Safe and where possible isolate.**