

**ATTENDING FOR AN APPOINTMENT:**

**NURSES APPOINTMENTS:**

For your appointment, please arrive on time. If you are early please wait in your car until your appointment time, if you are late you may not be seen. At the time of your appointment please queue outside the main doors and follow the marks for social distancing. Please wear a face covering or mask. **If you have a new or persistent cough or fever or are unwell please cancel your nurse appointment and DO NOT attend the surgery as you will not be seen.**

**MAIN DOOR**



**GP / ANP APPOINTMENTS**

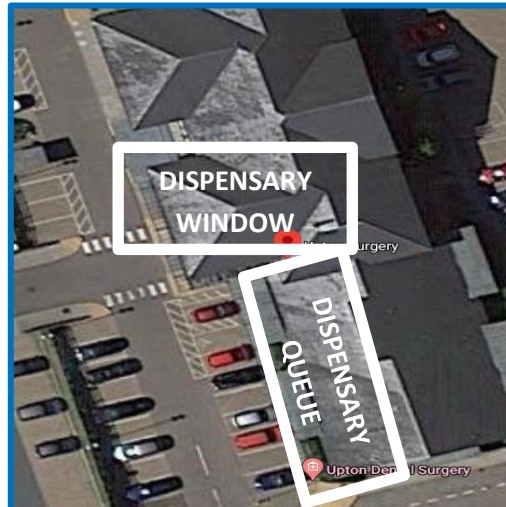
**COMMUNITY ENTRANCE**

The clinician will ask you to park by the ambulance bay or the community end, and ring the surgery to confirm where you are in the car park and arrive you.



**Where to collect prescriptions:**

The surgery will remain closed but queuing will be under cover outside the surgery from the dispensary window towards the road. Please maintain a 2m distance as marked on the floor.



**DISPENSARY OPENING TIMES:**

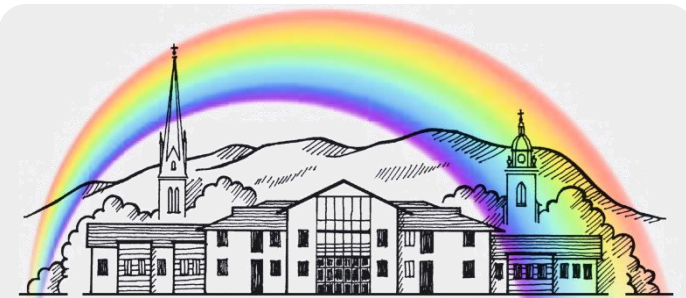
If you have a query about your medication or prescriptions please do not attend the surgery, You can order your medication via **Patient Online Access** or **NHS APP**.

To set up online access, please ring the reception for more information.

**For medication queries please e-mail**  
**[upton.dispensary@nhs.net](mailto:upton.dispensary@nhs.net)**  
**Dispensary times to collect prescriptions:**  
**08:30 am to 6:00 pm**

**Dr J P Barrell and Partners**  
**Upton Surgery**  
**Tunnel Hill, Upton-upon-Severn**  
**Worcs. WR8 0QL**  
**Website: [www.uptondoctors.co.uk](http://www.uptondoctors.co.uk)**  
**Tel: 01684 592696**  
**(08:00am – 6:30pm)**

*What has changed at Upton Surgery?*



### **HOW TO BOOK AN APPOINTMENT WITH A GP / ANP**

Patients are requested to ring the surgery on the day they wish to arrange an appointment; they will then be offered a telephone consultation slot and the clinician will call them back. If required the clinician may suggest a video consultation or arrange a face to face review if needed. **All patients should wear a face covering when attending the surgery premises.**

Another option to consider is to submit an **e-consult**. The link to this route can be found on the Upton website.

### **HOW TO BOOK AN APPOINTMENT WITH A NURSE**

Patients are requested to ring the surgery to book an appointment with the nurse. An appointment will be booked by the reception team, when appropriate. **Please be aware that you must have a letter from the surgery if you are booking routine / monthly blood tests.** **All patients should wear a face covering when attending the surgery premises.**

### **HOME VISITS**

Due to the increased risks associated with home visiting all visits must be triaged with a clinician prior to arrangement.

### **OUT OF HOURS CALL**

If you require non urgent medical information you can contact NHS 111.

NHS 111 runs the Out of Hours GP service from Friday 6:30pm to Monday 8:00 am and weekday nights from 6:30pm to 08:00 am, and bank holidays. All calls are triaged and then advised, or asked to attend the nearest Primary Care Centre. If required a Doctors home visit could be organised.

### **WHEN SHOULD I GO TO THE SURGERY?**

You should come to the surgery when you have an appointment booked by one of our clinicians or receptionists. We will advise you where to park and what time to come. **All patients should wear a face covering when attending the surgery premises.**

You can come to the surgery to collect your prescriptions, ordered with 7 days' notice.

### **WHEN YOU SHOULD NOT CONTACT THE SURGERY:**

If you need immediate assistance on a emergency situation, dial 999.

### **OTHER LINKED SERVICES**

We share the building with our local community health team of physiotherapists, podiatrists and district nurses. To know how they are managing their appointments at the moment, please ring:

**District Nurses – 01684 612804**

**Physiotherapy hub: 0300 7900599**

**Podiatry: 0300 1237019**

### **DISPENSARY**

From Monday 15<sup>th</sup> June medication will no longer be delivered as standard to all patients. Patients who routinely had medication delivered prior to COVID-19 will continue to receive deliveries.

If you are a shielded patient we would ask that you get a friend, family member or goodSAM volunteer to collect your prescription on your behalf. (The goodSAM service can be contacted on 08081963646).

**All repeat prescriptions will have a 7 days turn around** to ensure we have your medication ready to collect when you need to. The surgery will remain closed but queuing will be under cover outside the surgery from the dispensary window towards the road. Please maintain a 2m distance as marked on the floor.