



PONT NEWYDD Medical Centre

Coronavirus Patient Notice 11.03.2020

In view of the situation with the Coronavirus, for your safety, we are trying to reduce the need for you to visit the surgery at this time. Please be reassured that as of midday today there were NO confirmed cases of Coronavirus in Cwm Taf.

All routine appointments can be booked by telephone but we would ask you to provide a phone number where you can be reached, and not attend the surgery. We have suspended online appointment bookings. If the matter can wait a few weeks whilst this issue settles that would be in everyone's best interest. We will not be booking any further nurse appointments for routine blood tests, diabetes reviews, COPD reviews, Asthma reviews, smears, spirometry, minor surgery, coil or implant insertions etc. People with pre-existing health conditions may do less well if they catch this virus, so we wouldn't want you to pick up the virus here. All pre-booked appointments with nurses will be undertaken by phone if possible, but if not e.g. blood pressure review, routine blood tests will be postponed. The same applies to the practice pharmacists.

Essential services will continue. These include INR clinics, Blood tests for Shared Care Drug Monitoring and acutely unwell patients, baby immunisation clinics, wound care, Prostag/ Zoladex injections, B12 injections, Depo Provera injections, Urgent ECG's.

Your supply of medication will continue uninterrupted at this time.

For those issues which you feel are an emergency and cannot wait until the next routine appointment, our duty doctor will triage these by telephone. If we want you to be seen in person, we will invite you down to surgery at a specific time. If you have respiratory symptoms such as cough or colds, we would ask you not to enter the waiting room. Please stay in your vehicle or outside until your appointment time and we will contact you on your mobile when we are ready to see you. We will let you in through a side door to avoid contamination of most of the practice.

This is a busy time for us and our priority is to keep all our patients safe and well. Please co-operate with us to achieve this. Only ring for advice if absolutely necessary and please be patient with our staff who are trying to help.

Remember that most cases of Coronavirus are mild and will settle with fluids and rest. You will not come to harm if your routine treatment is delayed for a month or two. It is in your best interests to stay away from the practice building wherever possible.

Thank You

GP Partners

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