

**CLAY CROSS MEDICAL CENTRE**  
Dr M GREEN & Dr A BETTS  
BRIDGE STREET, CLAY CROSS, CHESTERFIELD, DERBYSHIRE  
S45 9NG

17th March 2020

**Appointment Process**

Due to the Coronavirus (COVID-19) outbreak we have taken urgent measures to protect our patients, staff and the most vulnerable in the community. Please read the information below and share with friends and family to help us get the message to as many patients as possible.

If you have Coronavirus symptoms:

- a high temperature and/or
- a new continuous cough

If you live alone and you have symptoms of coronavirus illness, however mild, stay at home for 7 days from when your symptoms started.

If you live with others and you or one of them have symptoms of coronavirus, then all household members must stay at home and not leave the house for 14 days. The 14-day period starts from the day when the first person in the house became ill. Please see guidance for specific details – <https://www.gov.uk/government/publications/covid-19-stay-at-home-guidance>

**DO NOT** come to surgery. You do not need to contact 111 to tell them that you are self-isolating unless you feel you cannot cope, your conditions gets worse or your symptoms do not get better in 7 days. <https://111.nhs.uk/service/COVID-19/>

All GP surgeries have been advised to move towards a telephone based service and to reduce face to face contact in a bid to slow the spread of coronavirus in the community.

Clay Cross Medical Centre and Tupton branch are therefore currently **CLOSED** to walk-in patients. All patients requiring an appointment, home visit or advice should call the surgery. Depending on your needs you will be booked an initial appointment that will be conducted over the telephone.

If after your telephone consultation you need to be seen this will be arranged for you.

**The reception team will advise on access to the building for your appointment before you attend.**

If you already have a appointment booked in the coming weeks this will still take place but over the telephone.

Please be prepared for a phone call from your clinician and do not come to the surgery.

Tel: 01246 862237 or Fax: 01246 861384  
[www.ClayCrossSurgery.co.uk](http://www.ClayCrossSurgery.co.uk)

**All non urgent\routine appointments are currently suspended.**

If you have an appointment with the Nurse, HCA or for a blood test you will be contacted by a member of the team in due course to advise if this appointment is still going ahead.

Appointments for baby immunisations are still going ahead as planned but the appointment time may need to be changed.

If you have an appointment for an INR booked, please come for your appointment as normal unless you have been directed otherwise. These appointments will still take place face to face provided that the patient is well and has not got a cough or a temperature.

**The reception team will advise on access to the building for your appointment before you attend.**

If you are not sure whether you should attend an appointment please call us first. If you would prefer to cancel your appointment or you are self-isolating and cannot attend please let us know.

All prescriptions should be ordered by calling the Medicines Order Line on 01246 588860 or via online ordering.

We apologise that this may be frustrating. We are working to safeguard the health and well-being of all patients and our staff and your understanding is appreciated.

Our reception and clinical staff are working extremely hard to put the new processes in place and provide information and telephone appointments to everyone who needs them. Please bear with us, it is very busy. Please only contact your surgery by telephone and if you have an urgent need.

This is a large scale change to our way of operating and we will need to continue to review our processes to meet the current challenges. This is a situation that is changing daily and we will modify how we are delivering our service in line with these changes. We will update you on our website and on our Facebook page over the coming days.

Thank you for your continued understanding and patience.

Clay Cross Medical Centre

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*www.ClayCrossSurgery.co.uk*