

**PATIENTS OF ASHGROVE MEDICAL CENTRE/MEDDYGFA GELLI ONN  
PLEASE NOTE**

To help ensure that we can continue to provide essential services to our patients and to minimise the risk of spread of Coronavirus/Covid19, we are taking the following measures as from Monday, 16<sup>th</sup> March 2020.

All pre-bookable appointments are being temporarily suspended and we will **NOT** be taking bookings for appointments at the Reception desk. All appointments will be bookable on the day only and will be telephone triaged by our clinicians. This means that **if you think you need to see or speak to a GP or nurse, you should telephone the Surgery and you will be asked some questions to ascertain how we can best do this.** Increasingly we will be prioritising our capacity for urgent and essential care and non-urgent services will be suspended if it is safe to do so.

If you already have an appointment booked with the GP/Nurse **DO NOT** attend the surgery – you will be contacted by telephone.

INR and urgent blood tests will continue as normal on Monday, 16th March but **DO NOT** attend if you are unwell, phone first.

**Please DO NOT queue outside the Surgery for an appointment, or attend the surgery if you are unwell unless you have been instructed to do so by our telephone triage. This potentially puts you and other patients at risk.**

For the latest guidance on Coronavirus please click the link below and follow the advice given:

<https://phw.nhs.wales/topics/latest-information-on-novel-coronavirus-covid-19/>

If you are worried that you may have symptoms of Coronavirus, please use the NHS symptom checker which is a quick and simple tool to tell you what you need to do:

<https://www.nhsdirect.wales.nhs.uk/SelfAssessments/symptomcheckers/?ScName=CoronaVirusCOVID19&SCTId=175>

These measures are being taken to protect services for those who need them most. Inevitably the shift to telephone triage will increase the number of phone calls into the Surgery, so please do not phone before 1pm for non-urgent matters. Our team is working very hard to support patients during a very difficult period, but it may take longer than we would like to answer phone calls.

**Repeat Prescriptions**

Please be advised that as a temporary measure where possible and safe to do so, we will :

Supply 2 x post-dated prescriptions (forward dated for when they are due). You will only be able to use the second prescription when they are due and you need to keep them safe.

This will come into effect when you apply for your next prescription.

For Acute prescriptions (one-offs, or prescriptions that require additional monitoring),  
arrangements will remain as normal.

We would like to thank patients for their support and understanding. These  
measures are being taken to ensure essential services are protected.

Dr Rajeev Vaikunthanathan