



BROCKWOOD MEDICAL PRACTICE

Dr J D Richards
Dr J R Thompson
Dr L E Rawson
Dr T A Sevenoaks
Dr R P Gupta
Dr A G Brett

Help us to help you

Message from Brockwood Medical Practice

Firstly, we want to reassure you that the practice is open and available to support our patients and has been throughout the coronavirus outbreak.

| Consultations | 1 st April 2020 to 30 th September 2020 |
|---------------|---|
| 2233 | GP face to face consultations |
| 15668 | GP telephone consultations |
| 5828 | Nurse face to face consultations (this includes flu & bloods) |
| 1541 | Nurse telephone consultations |

What we have done is change the way we are asking you to contact us, in line with guidance from NHS England. This is to limit face-to-face contact whenever possible and help stop the spread of coronavirus.

To help us with this, we are asking patients who have access to the internet and are comfortable using it, to make their request through our website. So please do this if you can. It helps keep our phone lines available for patients who are not able to access the internet, many of whom are amongst our more vulnerable patients.

Appointments are being provided face-to-face, online and over the telephone. Please do not come to the surgery unless you have an appointment.

If you are asked to come into the surgery for a face-to-face appointment, please remember to wear a face covering. Measures are in place to keep you safe from infection during your visit to the surgery.

In the last few weeks, the number of requests we've received has increased significantly. To make sure we can review and respond to all patient requests in a timely manner, we may need to switch off our website forms sometimes, especially out of hours.

If you find our forms are not available but need healthcare support, please either speak to your local pharmacist, or contact NHS 111 online or by phone. You can also visit our online Treatment Room for self-help information on physical health requests or our online Wellbeing Centre for information about mental health services, including crisis support.

Brockwood Medical Practice

Brockham Surgery, The Surgery, Tanners Meadow, Brockham, Surrey, RH3 7NJ
Brockham Surgery: 01737 843259 | North Holmwood Surgery: 01306 885802 | Newdigate Surgery: 01306 631242
SDCCG.BrockwoodMedicalPractice@nhs.net
www.brockwoodmedicalpractice.nhs.uk



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Page 2/...

COVID RESEARCH

Brockwood Medical Practice are very involved in the latest Covid research studies.

We are currently requesting that any patient with any symptoms that they suspect may be Covid related or flu like, please contact the surgery. This will enable us to arrange testing to check whether you have Flu or Covid and will enable the University of Oxford to monitor the prevalence in our community.

We are also currently helping to test a new Rapid test to check its accuracy and if suitable you will also be invited to join that study.

Thank you for your help in this important research.

Alternatively you can access the NHS COVID -19 Testing website on:

<https://www.nhs.uk/conditions/coronavirus-covid-19/testing-and-tracing/get-a-test-to-check-if-you-have-coronavirus/>

Thank you for your understanding and support for the changes we've put in place to help keep our patients and staff safe.

Kind regards

Dr Jonathan Richards
Senior Partner
Brockwood Medical Practice

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