



# The Maryhill Group Practice Coronavirus Update

We are currently in a global coronavirus pandemic and are experiencing a significantly increased workload. In order to provide a safe and sustainable service to all patients we are making important changes to the way we deliver your care.

To ensure effective use of our clinical resources we have decided to triage all appointments. If you have a significant health problem we ask that you provide details of this to our reception staff. Although it will no longer be possible to book an appointment directly, we will endeavour to safely manage your concern. If deemed appropriate a member of our clinical team will return your call. A small number of patients may need to be seen at the Practice by arrangement.

**Please do not attend** the Practice unless you have been advised to do so

If you have respiratory symptoms, such as new cough, fever, flu like symptoms or shortness of breath we ask that you visit the NHS-inform website and follow the guidance. If you are advised to contact the Practice please do so by telephone. It is important not to attend the Practice in person unless you have been asked to do so by our clinical team. We anticipate that only a small proportion of patients with respiratory symptoms will need to be seen, and you will be advised how this will happen.

This is a challenging time for us all, and we ask you to work with us to deliver a safe and efficient service.

With this in mind we would ask you as patients

- **Please do not attend either the Elgin Health Centre or The Rothes Practice unless you have appointment.**
- Those with pre booked appointments may be contacted to change the appointments to either a telephone consultation or video consultation.
- Order Prescriptions online or post them through the outside letterbox marking which chemist they are to be collected from. Prescriptions can no longer be collected from the front desk
- Blood tests such as INRs, Chemotherapy bloods and those on medications requiring monitoring will still go ahead. These will be booked as normal.