

# Chertsey Health Centre

## Changes to Practice Procedures

Information for patients registered at Chertsey Health Centre

The Chertsey Health Centre remains open during the current pandemic for all its patients but procedures have changed due to the effects of the coronavirus caused by staff shortages due to needing to self-isolate and because of sickness and the need to meet infection control safety measures.

These include: -

- Reduced availability to actually come into the practice although opening hours remain at 8am to 6.30pm.
- Telephone triage with a GP first before an appointment will be booked if clinically necessary. This is to reduce footfall to maintain social distancing
- Triage may be obtained by using the form on the website at [www.tinyurl.com/getanyhelp](http://www.tinyurl.com/getanyhelp) and from the Quick Read code on the right.
- If you don't have internet access you can obtain triage by phoning the surgery on **01932 561199** and speaking to a Receptionist who will fill in the form for you.
- Paramedic visiting system introduced and available through a GP if medically needed.
- Nursing appointments reduced due to extra time needed for sanitizing.
- Micro-suction earwax removal ceased due to social distancing but your GP can make a referral.

