



South Leicestershire Medical Group - Information June 2020

We would like to thank you for being so supportive and understanding during these difficult times. To help you understand how the Practice is currently working, here is some information which we hope you will find useful.

Access and appointment information

- Although our Practice doors are closed for walk-in patients, we are open Monday to Friday 8am to 6:30pm to help you with any of your health concerns.
- Appointments are currently only running out of three of our sites. Kibworth Medical Centre, Kibworth Old School Surgery and Two Shires Surgery in Market Harborough
- To book an appointment, please call: **0116 279 3308**. Your call will be placed in a queue up to a maximum of 16. If by any chance you get cut off please redial. Appointments are released from 8am each morning.
- At present, the online appointment service is suspended during the pandemic.
- Urgent appointments will all be via telephone initially and patients will then be seen face to face if deemed necessary by the clinician you speak to
- Other appointments (i.e. blood tests, wound care) will be carried out face to face as normal and a time for your appointment will be given.
- On arrival for your appointment, please wait in your car in the car park and the clinician will come to collect you. Please read the notice that they present to you as they collect you.
- If you arrive on foot, please wait at the front of the buildings in the car park areas and the clinician will come to collect you. Please read the notice that they present to you as they collect you.
- Wherever possible, please attend your appointment alone to limit the number of people entering and exiting the building
- Please follow all instructions given by the clinical team who are helping to limit the potential risks to you the patient, themselves and the rest of the healthcare staff.

Prescriptions and collecting medication and other items

- Although both our sites at Fleckney and our Great Glen site are closed for appointments, please note that you are still able to drop off your prescription requests and other documents at any of our six sites.
- Please note that you can collect medication and other items from Kibworth Medical Centre and Two Shires Surgery Market Harborough only.
- Medication can still be collected from your chemist if this is your usual process.
- Please do not attend any of our sites if you have a new, persistent cough or fever or have had any loss or change to your sense of taste and or smell. In these cases, please ask a family member, friend or neighbour to collect on your behalf.
- On arrival at our sites, please follow the specific instructions on the posters relevant to that site to access our services.

Online services

SystemOnline

- SystemOnline allows you to request repeat medication.
- During the covid-19 pandemic, we have suspended the requirement to provide photographic identity verification for registration. Please call us to request access and register for SystemOnline.

Engage Consult



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- Engage consult is a new online service that allows patients (once registered) to contact the practice with both medical and non-medical queries. Information and communication is all based within the service and you can send images and other attachments if required.
- This service is not suitable for urgent request or emergencies. To register for this service please go to this webpage: <https://wsp.psf-live.co.uk/7364/#/welcome>.

THANK YOU FOR YOU CONTINUED SUPPORT AND UNDERSTANDING