



Swallowfield Medical Practice

The Partners and staff at Swallowfield Medical Practice would like to thank all of our patients for their support and patience during the recent problems we have had with our telephone system. We are currently waiting for a new system to be installed on Thurs 10th June however we have had the current system updated as far as we can and no call should be sounding engaged, as they may have done before. Please try to hang on when you get through rather than hang up – hanging up loses your place in the queue and the next time you call, you will have to go to the back of the queue again ☹️ Thank you.



On this note, the Partners would also like to thank the staff for their help during this time. Reception staff have been answering calls as quickly as they can and have faced a barrage of complaints (and sadly verbal abuse on more than one occasion) whilst working tirelessly and as hard as they can to process calls quickly. The new telephone system will be a great relief to all of us, I am sure!

In response to the lessening local incidences of Covid-19 (and in an attempt to get life back on tracks for everyone), the Partners have reviewed the number of appointments available for patients to book themselves via patient online services. A number of both telephone consultation and face to face appointments are available to book by the patient now. We do ask that patients notify us if any symptoms change between the date of booking and attending a face to face appointment. We need to continue to work as hard as we can to keep all of our patients and staff safe. If you have an appointment booked and begin to experience any of the symptoms for Covid-19, please call the surgery before coming in for your appointment to give us the chance to review you in an area away from other patients. Please wear a face mask or face covering for the duration of your time in the surgery premises, thank you. Hand sanitiser is always available.

Please note, due to the demands on doctors time at the moment, we have suspended all medicals going forward. Medicals are quite time consuming and whilst we are managing and reviewing our appointment list, we have had to make the difficult decision to stop offering these for the immediate future. We will advise our patients via the website / facebook or newsletter when this changes again.

The dispensary team have been trying to notify all patients who have medications on repeat which are requested by a third party (rather than the patient themselves). This includes virtual pharmacies and appliance and device suppliers who request items on behalf of the patient. This is because some patients have been receiving everything on their repeat list regardless of whether the items are needed or not. Not every patient needs every item each and every time. If you have any problems or concerns about this, please do not hesitate to contact the dispensary team and they will help.

swallowfield.dispensary@nhs.net

Saturday 5th June is (currently) the last Covid-19 vaccination clinic we have booked at the Village Hall. If and when we are supplied with any more vaccines, we will advise our patients accordingly. The Partners would like to thank our staff who worked at the clinics and particularly thanks to the wonderful volunteers from Swallowfield Village Hall. The volunteers from the hall have provided invaluable help which has allowed the surgery staff to carry on with the job in hand, so to speak.

Wishing everyone a safe and healthy June – thank goodness the sun is shining at last!



From Helen & the Team at SMP

[Dr W D Beacham](#) • [Dr R Prabhakar](#) • [Dr L A Dugmore](#)