

COVID-19 Pandemic Update – Please Read

Whilst we are and have been providing GP and nursing appointments and ensuring prescription requests are processed throughout the COVID-19 pandemic, our entrance doors have remained closed.

Please **ONLY** attend the practice if you have a confirmed face to face appointment or are attending for a specific reason, which cannot be resolved over the phone.

Face Coverings

We are recommending that patients who are attending the practice for a face to face appointment, with a GP or member of the nursing team wear a face covering.

Access to GP Appointments

All urgent requests for appointments with a GP will initially take place via telephone or video consultation, and should a face to face appointment be required, following the telephone consultation this will be booked in with a clinician at our North Shields branch. These appointments are provided in the afternoon.

If you have a non-urgent appointment request, please submit an e-consultation via the practice website; www.priorymedical.org.uk. These requests will be reviewed and a response provided by the end of the next working day.

See a GP by Video with Livi, even at the weekend

Our Patients can now see an NHS GP by video using Livi. Get medical advice, prescriptions and referrals on the same day – both on weekdays and at weekends.

The service is provided free on the NHS.

You can download the Livi app to your mobile phone or tablet, at the App Store or Google Play. Or visit ww.livi.co.uk for more information.

Livi GPs are all GMC-registered NHS GPs, who (with your consent) will be able to access your medical records and give you a considered, in-depth diagnosis based on your medical history. Get the Livi app here: <https://bit.ly/3e7Uir5>

Nursing and Healthcare Assistant Appointments

From 3rd August 2020, appointments will be provided at all three branches.

Childhood Immunisations

A dedicated clinic is held each week at our Hadrian Park branch solely for new mothers and children requiring their childhood immunisations.

If your baby is due their first set of immunisations, this will be booked to co-incide with the mother's 8 week post natal check.

We are not currently providing childhood immunisations at any other branch.

Sick Note Requests

These can be requested via the e-consultation link on the practice website.

Prescription Requests – These can be requested:

- 1) Online via the practice website [if you have already signed up for online access.
- 2) Downloading the NHS App on your mobile phone
- 3) Calling our dedicated prescription line – 0191 257 0223

Online Appointment Booking

Online access to appointments is currently suspended for GP appointments, however appointments for flu vaccinations can be booked

Prescriptions requests can still be initiated online.

Symptoms of Coronavirus [COVID-19]

Should you have any symptoms of Coronavirus, continuous cough or fever, loss of taste or smell, then please isolate yourself and family members for 14 days and arrange a COVID test as soon as possible.

Do not attend a GP practice, pharmacy or Hospital.

Should you condition deteriorate, then contact NHS 111 for advice and guidance. If you feel your symptoms require an emergency response, then contact 999.