

Return to normal working at Exmoor Medical Centre

As advised by EMC, 24.05.2021

1.

The external **doors** at the surgery have now been re-opened to patients **who have appointments** with a clinician.

They are now able to go straight into the practice without needing to wait to be let in by a member of staff. To keep everyone safe, patients are asked to follow a number of **directions** which are clearly **displayed** at the entrance and inside.

There is enhanced cleaning of chairs and touch points and numbers in the waiting room are limited to keep everyone safe.

This procedure will be monitored and reviewed as and when it is considered necessary and safe to do so.

2.

Patients on **chronic disease registers** are actively being recalling for their **annual reviews** since the beginning of April.

There are slight changes in how this is timed, with patients now being **called in their month of birth**. It is intend to complete all chronic disease reviews for those patients and their annual medication review at that time.

3.

Those patients who are **not on a chronic disease register** are all also **reviewed in their birth month** now as well and have their annual medication reviews done at this time.

These reviews can often take the form of a virtual review by the GP with no patient input needed but patients will, at times, be contacted if they need up to date bloods etc and/or if the GP feels that they need to discuss medications with them.

4.

In terms of restarting **other services** such as **ear irrigation**, EMC is now in the process of carefully starting to reintroduce some of these services, with ear irrigation being the first to start shortly.

The practice still needs to be mindful of our waiting room capacity at this time and also the capacity of the nurses to complete all these services whilst dealing with the backlog of work that the pandemic has created for all primary care services but are on the right track for this now.

Sandra Wilson

Chair, Exmoor Patient Group

Chair, Somerset PPG Chairs Network

Lay Representative, Somerset CCG Governing Body

Member, Primary Care Commissioning Committee, SCCG

Member, SCCG Digital People's Champion Group

Member, Devon Doctors Clinical, Quality, Governance, Patient safety and Risk Committee

Board Member, Healthwatch Somerset

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