



GROVES HEALTH

- - - -

Covid - Enhanced Procedures July 20

Groves Health

As primary care returns to business as usual we want to say thank you for your co-operation as we have adapted to new ways of working in response to Covid, we have been warmed by the generosity, loyalty and resilience of our patients and local community and would like to take the opportunity to thank you all for your continued support as we navigate our way back from this unique period in our lives.

We are constantly evaluating how to make sure each and every one of our patients feels safe in contacting the surgery and where necessary attend for an appointment. Please be reassured we are very much open and in order to provide the safest possible environment, we have overhauled our Standard Operating Procedures, and our enhanced new measures have been set out in this document. Plans will continue to be updated as new information comes available; meanwhile we hope you will find comfort in the procedures detailed below.

CONTENTS

	Page
1. Welcoming you to Groves Health New Malden	4
2. Our Team	6
3. Cleaning	6
4. Your Contribution	7

WELCOMING YOU TO GROVES HEALTH

We continue to offer a range of appointments to include telephone/video consults and if we can deal with the problem this way this is what we will do. Patients who need to be seen in the surgery will be advised to attend by a GP. This is to help us all to reduce the spread of COVID-19 in line with the national guidance on social distancing.

However, some patients will need to come into the surgery for immediate care. And we are now working hard to restart more routine services in a safe way.

Face coverings in primary care settings

The national guidance on patients wearing face coverings in primary care settings is somewhat less clear. Different representatives of health bodies have used different language on this issue.

The Department of Health says that patients 'should' wear face coverings and also says people are 'advised to consider' wearing face coverings in enclosed public spaces in line with general advice. The British Medical Association believes strongly that patients **should** be wearing face coverings when attending any healthcare setting.

We **strongly urge** patients to wear face covering when attending the surgery. Patients will need to provide their own mask.

We understand that some people will find wearing a face covering difficult and some exceptions have been outlined by the Department of Health including:

- children under 11 years
- people who cannot tolerate masks because of a medical condition or a disability.

If you are wearing a face covering there are some rules that are very important to follow to reduce the risk of contamination for other people:

- wash hands thoroughly with soap and water for 20 seconds or use hand sanitiser before putting a face covering on, and after removing it
- when wearing a face covering, avoid touching your face or face covering, as you could contaminate them with germs from your hands, or contaminate your hands with respiratory germs
- keep it on – don't keep taking it off and putting it back on again
- do not leave used face coverings on surfaces (if you do, the surfaces will need cleaning) – instead put used face coverings in a plastic bag until you are ready to wash or dispose of them
- change your face covering if it becomes damp or if you've touched it
- continue to wash your hands regularly
- change and wash your face covering daily

- if the material is washable, wash in line with manufacturer's instructions. If it's not washable, dispose of it carefully in your usual household waste.

Other important measures

Please note that there are other important safety measures than face coverings – these are:

- keeping 2 meter distance between people while they are in the surgery.
- regular and frequent hand hygiene – washing with soap and water and/or use of alcohol gel
- cleaning common areas.

We are doing everything we can to implement these measures and to keep patients and our team members as safe as possible including:

- helping patients by telephone or video whenever possible and only bringing you into the surgery when it is really needed to make sure you are getting the right medical or nursing care
- staggering appointment times to make sure we don't have a lot of people arriving together
- alcohol gel is available in the surgery
- regular cleaning of the common areas
- separating any patient who might have symptoms of COVID in isolated areas and at different times.

At the moment, these measures have been successful in keeping the number of people in the waiting room at any one time very low. So far, it has been possible for patients to stay at least 2 meters apart.

The surgery waiting room is naturally spacious; we have identified seating to ensure one meter distancing is guaranteed throughout. Further seating has been made in an overflow waiting room on the first floor. As we restart more routine services it is possible this might mean more people in the waiting room however your safety will be paramount.

We have introduced;

- directional and distancing guidelines through the reception and waiting room area. A one-way system is in place for both staff and patients to navigate around the surgery safely.
- protective screens have been installed at our reception desk.
- doors will be held open where possible, to avoid unnecessary touch points.

- any carers attending with patients will need to leave contact details with reception to assist with Track & Trace procedures.
- all our clinical team will wear PPE as part of their uniform, for their own and our patient's protection.

OUR TEAM

Over and above our strict Health & Safety standards our teams will be fully trained in the new measures set out in this document.

All our team members are required to complete a risk assessment declaration, and are able to access daily temperature checks, in addition we are making private anti body testing available to them. Anyone displaying symptoms of Covid-19 and/or living with someone displaying symptoms will be asked to self-isolate for 14 days.

All clinical team members will be required to wear PPE as part of their uniform where clinically indicated. They will not wear uniforms to travel in to work, and will change on arrival.

All team members are required to wash or sanitise their hands regularly throughout the day.

CLEANING

The Surgery has undergone extensive deep cleaning and disinfection

We have further increased the frequency of cleaning with particular focus on bathrooms and high-touch areas.

Weekly deep cleans of the surgery.

Team members are trained and regularly updated on cleaning procedures, all consultation rooms receive a full clean and sanitization between appointments, our appointment times have been adjusted to allow for this.

Antibacterial gel is available in several areas of the surgery for patients to use. The surgery has fresh air ventilation throughout. Filters for the system have been thoroughly cleaned and we have introduced the monthly cleaning of filters.

YOUR CONTRIBUTION

While we continue to adapt to the “business as usual” and do everything possible to provide a safe space for patients to visit we also ask in return for your co-operation with our requests to ensure you have a safe visit.

First of all we simply ask that you adhere to the guidelines we have set out in this document. We know that some measures will take a little adjusting to, but please be reminded that many of which are intended to be temporary.

If you feel unwell or display any symptoms of the virus or have been in contact with someone showing symptoms, please stay at home and refrain from taking public transport or visiting the surgery.

Please be mindful of distancing throughout all areas of the surgery to ensure other patients and members of our team feel comfortable in the space.

Continue to wash your hands regularly; this has shown to be one of the most effective preventions to the spread of the virus.

And last but by no means least, look after yourselves and each other.