



Berryfields Medical Centre

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9 Nov 20

Dear Patient

Like you we have had to relook at the way we do things to ensure we can deliver our care safely. We remain committed to continue to offer a full range of services to support your primary care needs and provide a vital link to secondary care. We have always been open to support you and thought it would be useful to set out our commitment to you.

- We will continue to focus on delivering care remotely, by phone or video, wherever clinically appropriate to do so, so as to minimise risk both to you and our staff. Many of you will already know this has been our model even pre-COVID, and many have fed back about the convenience of this. But all the clinicians want to reassure you that we continue to offer face-to-face consultations where the clinician feels it is clinically necessary to further your care. You are always welcome to discuss this with your doctor.
- We will continue to deliver a full range of services which include Heath Care checks and Long-Term Condition assessments and Midwife appointments. During COVID, we are looking to make these visits as safe as possible, which may mean identifying ways of supporting you remotely.
- Where you are offered a face-to-face, thank you for attending on your own, or with max one child if you need to. Of course, in the unusual situations where more than one person needs to be present on clinical grounds in a face-to-face consultation, we will support this.
- We ask you to wait in your car or outside once you have checked in using the front door intercom (or by phone). If waiting in your car our outside is not possible (for example, if the weather is bad and you have no car), we will use the waiting room. The waiting room has a limit of 4 adults (not including children). We will however need to restrict access to the toilets.

GPs: Dr Montague Dr Patel Dr Wood Dr Kang Dr Newport Dr Birch

Practice Manager: Jolyon Harrington

Business Manager: Mandy Barrett

BK Health Limited.

Registered Address: 207 London Road Headington Oxford OX3 9JA

*Directors: Justin Amery Claire Bovingdon Andrew Collins Kirsty Edmunds Melissa Holden Emma Montague Jaysal Patel
Regd in England Company Number 4675603*

- We will check your temperatures on arrival. Please do not turn up if you have symptoms of COVID, including a fever, unless you have first explicitly discussed this with the clinician calling you in. Ensure you wear masks / face coverings when in and around the building. This protects other vulnerable patients around you who may be visiting, as well as the staff and their families (who may also be vulnerable).
- We will continue to operate in a safe way in the practice - using PPE as appropriate and maintaining social distancing amongst staff within the practice. We will take care to maintain social distancing during lunch and all staff will wear masks when moving around. This is both for us and for you.
- We will continue to operate effective infection control as determined by our infection control team - with all of us cleaning surfaces even more regularly than we already do.
- We offer our staff the ability to work from home where possible, as per government guidance, but always holding in mind the requirements to deliver effective healthcare for you.

If you have questions, concerns, or comments, we are happy to hear from you. Please email the Practice Manager on berryfieldsmedicalcentre@nhs.net and used the heading SUGGESTIONS FOR CARE.

Dr Emma Montague
Director
Berryfields Medical Centre

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