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Branch Surgery:
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GU14 0NA

COVID- 19 Update

Dear Patient

Over the last week or two, you are likely to have noticed a marked difference in the way things are being done as we manage Covid-19. Thank you for adapting so quickly to our new ways of working.

We have worked to reduce footfall through the practice, using systems like e-consult, telephone appointments and video consultations to ensure we continue to provide you with the care you need.

Our top priority is to keep our patients and staff safe and to ensure patients get the care they need. Keeping our staff healthy is crucial so that they can continue to care for everybody. We have been working together with other local surgeries to develop a system which will be able to meet these changing needs.

From now, all patients contacting their surgeries requiring assessment by a doctor or nurse will receive an initial assessment through e-consult (on our website www.voyagerfamilyhealth.co.uk) OR telephone by a suitably trained clinician. It is essential that patients give an accurate and detailed description of their symptoms when asked. This will allow us to provide you with the best treatment.

People with suspected Covid-19 symptoms who, following telephone assessment, need to have a further face-to-face appointment, may not be seen at their usual surgery. Instead you will be directed to a specific site locally that has been set up to better deal with your needs.

Patients without Covid-19 symptoms who need to have a face to face appointment may be seen at their usual surgery. Keeping people with Covid-19 symptoms separate from people who do not have symptoms is key if we are to help reduce the impact of the pandemic on patients and our NHS staff.

Over the course of the next few weeks you may have to go to a different surgery building to the one you are used to, and you might see a doctor or nurse who you are not familiar with. Your records will still be accessible securely to you and to them. Whilst we realise this could be inconvenient, we think it is important to keep people safe, reduce the spread of Covid-19 and get the maximum benefit from the healthcare resources which will be available. A home visiting service, for patients who are housebound, will continue to be co-ordinated through the practices.

Our surgery will continue to operate in the background and when circumstances change to make it possible, a normal service will be resumed.

Clinical colleagues and all our support staff will be working flexibly in order make the new arrangements work.

Yours Sincerely

**Dr Micklethwaite, Dr Whitfield, Dr Hughes and Dr Tighe
Voyager Family Health Partners**

Dr G Micklethwaite Dr A Whitfield Dr N Hughes Dr B Tighe
Dr R Evans Dr D Ganesh Dr A Inglis