



Health Matters – 30th March 2020

*A regular update from
Hoveton & Wroxham Medical Centre.*



The priorities of the GP partners and staff:

1. Maintain our primary care services – including dispensing medicines.
 2. Minimise the risk of infection within the Medical Centre to maintain our services.
 3. Contingency planning.
- The risk management policy means that, as of today, a quarter of our staff are in self-isolation due to their *potential* COVID-19 symptoms or symptoms within their household. However, we remain open for business!
 - Contingency measures will affect the service we provide to you, such as the deferment of non-urgent health checks and referrals.
 - Most appointments will be by telephone unless the clinical decision is that a face-to-face appointment is necessary. Do not come to the Medical Centre if you do not have an appointment.
 - We are growing our capacity for the delivery of medicines to our dispensing patients; again, to minimise the need to access the building. If your circumstances mean you need medicines delivered, please inform the Medical Centre.
 - From 1 April we will be using our website as the main means of communicating with patients. If you have access to the Internet via a PC, tablet or smart phone, please use this website. For those with no such access, please 'phone as usual.