



COVID19 Update from CEO – Tuesday 17th March 17:30

Dear Service Users and Patients,

I want to update you on some important measures we are taking across GPS to protect services.

We are closing two of our sites in order to maintain essential services and protect vulnerable members of our workforce from unnecessary harm. Tanworth Lane and Knowle Sites will close from Friday morning. These sites have been chosen for specific infrastructure and technical reasons, and we apologise unreservedly to those of you impacted the most by this.

We have ceased all walk in appointments; all appointments will be clinically triaged via telephone or video consultation. Where clinically appropriate, we will manage you remotely whenever possible. This reduces risks to both you, and us. We remain open across 4 sites to pre booked appointments, where we do need to see you face to face.

We continue to support our vulnerable and house bound patients in the community. All requests for home visits will be clinically triaged, and where possible management will be undertaken remotely.

We will need to work together to protect services for the most vulnerable at this time. You can do your bit by helping us with the following:

If your employer is requesting proof of your status for purposes of self-isolation please visit NHS111 online, we will not process these requests. Government guidance is available [here](#). Likewise, we are deprioritising any non-clinical administrative requests, e.g. parking permits.

We will not process requests for medication that are abnormal, or exceed usual volumes. For example, if you have an inhaler on repeat but haven't had it filled for 2 years, we will not now process a request until you have had an asthma review. Likewise, we will not issue more medication than is required, with repeat medication being issued at normal intervals. This is to protect stocks for the most vulnerable, and avoid the impact on the supply chain that we have witnessed in the food retail and over the counter medication sectors.

We will not process paper based prescriptions when electronic prescribing can be used instead. This reduces the risk of infection for all of us, and allows us to process your requests in a quicker and safer way.

Tom