



## **IMPORTANT UPDATE**

During the coronavirus pandemic, we have new procedures in operation. Please read these carefully as they supersede some of the usual information on our website.

The surgeries are closed to walk-ins. Please do not attend without an appointment.

### GP Appointments

All appointments are on the day only. Our telephone lines open at 8am for patients to request a telephone triage call with a doctor. We have limited slots available each day. We are also able to offer video consultations and the ability to send pictures by text message, which means that most issues can be dealt with remotely. If a doctor wants to see you face to face after the triage call, they will give you a time to attend the surgery. All face-to-face appointments will be in Llay Health Centre. Please knock on the door at your appointment time and await a member of the team.

### Nurse Appointments

We are still operating baby clinic and immunisations, INR clinic, appointments for hormone injections and non-routine smears. You will be telephoned prior to your appointment to be screened for Covid-19 symptoms. Please do not attend if you are symptomatic or in isolation.

We are offering Vitamin B12 injections, but you must be triaged by a nurse prior to an appointment being arranged. We recommend telephoning us after 11am, submitting an eConsult or emailing [info@alynfamilydoctors.co.uk](mailto:info@alynfamilydoctors.co.uk)

### Prescriptions

Prescriptions can be dropped off at the chemists in Llay, Gresford and Rossett, or through the door in Llay Health Centre. Please DO NOT post prescriptions at Gresford surgery; the post box is now sealed.

You must now nominate a chemist for your prescription to be sent to - YOU CANNOT collect from a surgery in line with recent Welsh Government guidance.

Prescriptions can now be ordered online by registering for My Health Online. Details are available on our site.

### Dispensing patients

Dispensing patients may collect their prescriptions from Rossett Surgery from 9am to 5pm (lunchtime closure between 12.30pm and 1.30pm) on Mondays, Wednesdays and Fridays, and from 9am to 12.30pm on Tuesdays and Thursdays.

Finally, our lines are extremely busy and the staff are doing the best they can. Thank you to all of our patients for being so understanding.