



Covid-19 Update

29 April 2022

While our doors remain closed we would again like to reassure our patients that we are still here to provide care for you and your family's medical needs.

We have made some changes to our processes that protect our patients and staff, we have implemented safety procedures to reduce the risk of spreading Omicron in our community.

We continue to encourage telephone consultations as alternatives to the traditional face-to-face visit. Of course, there will still be times when you need to come into the practice – and these will always be catered for if needed.

We will be sending text messages out to all patients booked into the clinic to see a doctor, nurse practitioner or nurse each morning. This is a friendly reminder, to let us know if you have cough/cold, flu symptoms.

For your safety and ours we need to ensure all patients with cough/cold, flu symptoms are booked appropriately, separate to our routine appointments. Providing you have no cough/cold, flu symptoms you can come directly to the reception intercom at your appointment time.

If you are booked for a telephone consultation you may still receive these morning text messages about cough/cold and flu symptoms. Rest assured we are aware your appointment is a telephone consultation, these bulk messages will be sent out to all patients booked in, telephone and face-to-face.

Patients with any cough/cold, flu symptoms will be directed by their GP as to whether they need covid-19 swabs or need examination. Patients needing to be seen will be seen either in the car park designated areas or in our isolation room. Clinicians will wear protective gear during these consults.

Lastly, the intercom at the reception will be used for patients that are arriving for their appointment. If you do not have a booked appointment we would like to encourage you to use telephone, text and email where possible for communicating with us.

Silverstream Health Centre is fully set up for e-scripts so patients can order prescriptions via phone line or MMH and scripts will be electronically sent to the chemist of your choice. Any forms that need to be dropped into the medical centre should be put into the drop box outside our front door. Bill payments can be done online or we are happy to help with invoices by telephone.

If you require assistance operating the patient portal MMH please let us know and we will have our administration help.

We would like to thank you for your patience. Everything we are doing is to protect our community.