**St Luke’s Primary Care Centre Coronavirus (Covid 19) Readiness Plans**

**Buildings**

* All non-essential displays will be removed
* All communal surfaces will be cleared as far as is possible
* All leaflets will be removed
* Plans are in place in the event that we have to close any area of the building for cleaning. Alternative access, exit and waiting room facilities arranged
* Appropriate isolation room has been prepared

**Appointments**

* We will continue to promote the use of our on the day Emergency Care Team to effectively triage patients to reduce footfall through the practice where it is clinical safe to do so
* We will amend online appointments with the doctors to be telephone consultations to reduce the potential spread of the virus
* At present we will not cancel routine appointments – this will be reviewed on a daily basis based on local and national guidance

**Prescriptions**

* We will encourage all patients to use EPS (Electronic Prescription Service) where their prescription is sent directly to a pharmacy so they do not need to come into the surgery
* We will encourage the usage on Online Accounts so that patients can request their prescriptions electronically and do not need to come into the surgery – please speak to a member of our reception team over the phone who can organise an account for you if you do not have one already

**Telephone Access**

* We will encourage the use of telephone consultations and telephone contact with reception instead of face to face where ever possible
* We acknowledge that this will put increased strain on the phone system and will organise staffing to facilitate this

**Information and Updates**

* We will ensure that we cascade any information to patients via our website, Facebook or text message if appropriate