



Acle Medical Partnership NEWSLETTER



2020 will be the year that none of us will ever forget. We have all been faced with a change to how we go about our daily lives from wearing face masks, to sanitising/washing hands more regularly, limiting our number of contacts with our friends and family and for some sadly grieving for the loss of loved ones, friends and colleagues due to COVID-19 an invisible devastating virus.



So what has changed at Acle and Reedham surgeries?

Acle surgery is open but our entrance door is now monitored by our reception team. This means that if you are coming into the practice you will need to ring the intercom system and wait for a receptionist to come and greet you. We will check your temperature and symptoms before letting you walk into the surgery. We are doing this to help prevent the spread of Covid-19, to ensure that you and all our patients are kept safe and that we reduce the risk of our staff becoming unwell.



Our dispensary department now has a dedicated path at the front of the building leading to an outside hatch. This is to reduce the flow of people walking into the surgery. We appreciate it is not ideal, especially if it is raining. We are looking at installing a canopy which will provide some shelter. If being outside during the winter months is not suitable for you we do offer a free delivery service to all our patients, so if you would prefer to have your medication delivered please do let our dispensary team know and they can arrange that for you.



We are seeing patients face-to-face as well as providing telephone and video consultations. We introduced a new appointment system in November 2019 which involves using our website (aclemedicalcentre.co.uk) to contact us. You can use the website to request a call from our clinical team, make appointments, to order your prescriptions, update your details or to ask us a question. Once you submit a form to the practice we will contact you within 90 minutes (during opening hours) to arrange an appointment for you or to deal with your question. 72% of our patients are using the on-line service and we are processing between 2600 and 3200 requests per month. If you do not have access to the internet or would prefer us to help you complete forms via our website please ask our reception team who will be happy to help you.



The flu campaign is upon us and due to the pandemic we will be operating a different system this year. All flu vaccinations will be by appointment only and our flu clinics will be held outside. We know this is not ideal but it means that we can keep you and our team safe and help reduce the risk of spreading the virus. It will mean queueing outside in all weathers, so if you cannot stand for any length of time please let us know and we will arrange for our nursing team to visit you at home. Please remember to wrap up warm and bring an umbrella with you just in case it rains.



Reedham surgery is open on Monday, Tuesday and Friday mornings for the collections of medications only, they too have an outside hatch. All the doctors are working from Acle. We have had to separate our teams to comply with distancing rules and therefore we have a team of receptionists and dispensers working from Reedham behind closed doors.

We are in for a long winter so please bear with us during these difficult times and rest assured we are open and here to help you. Please do not hesitate to speak to our practice team if you require any support.

