



Throughout the pandemic we have strived to make the surgery as safe as possible for all our patients and staff. We will continue to do so going forward.

Patients will still need to wear a surgical mask, socially distance and use hand sanitiser in the surgery and staff will continue to wear PPE. We do understand that it can be frustrating but we know that when people come to us they are sick and vulnerable (and some cannot receive the COVID vaccination due to medical reasons) so we feel it would be wrong to not take these small precautions that can protect people.

If you are suffering from any of the main COVID symptoms: fever, new cough, loss of taste/smell and now headache, runny nose or sore throat, you will be asked to have a PCR test. We will not accept patients saying they have done a lateral flow test (LFT) as those tests are for people who have no symptoms. The number to call for COVID related symptoms is 111 or you can arrange a test via [nhsinform.scot](https://nhsinform.scot)

The 111 number is also the Out-of-Hours number (OOH) when the surgery is closed.

If you require to be assessed by a clinical member of the team at Inverbervie Medical Practice can you please complete an eConsult which is available on our practice website "[berviemedical.com](http://berviemedical.com)". The eConsults will be triaged by the Clinical Team and you will receive an e-mail informing you of the next steps.

If you have a disability, or are unable to complete an eConsult, please telephone the practice and the staff will take details regarding your condition and this will be triaged by the Clinical Team. You will receive a telephone call back from a withheld number so please make sure that your telephone can deal with these calls.

The triage will take one of the following steps:

1. Given a prescription if that is appropriate.
2. A telephone call or a telephone appointment if more information is required.
3. A video call called Near Me.
4. An appointment to come to the surgery to have a face-2-face consultation.

The Inverbervie community has come so far in trying to minimise the impact of COVID and we are sure you understand that we need to keep the surgery as safe for ALL patients as we can.

If we decide to change the way the practice operates in the future we will communicate this to our patients.

Thank you.

Inverbervie Medical Practice

August 2021