

Nursing Appointments

As with the doctors, we offer telephone or face-to-face appointments. It is very important that you ensure you have regular reviews, monitoring, and screening. Some chronic disease reviews may be achieved over the telephone or via video call, but others will require a face-to-face consultation and your clinician will advise you accordingly.

To ensure that we continue to keep you safe and limit the number of people in the surgery, we may also offer clinics in St Asaph for childhood immunisations, smears, minor surgery, coils, Nexplanon, chronic disease, and travel, as St Asaph has a larger waiting room.

Face-to-Face Appointments

If you attend a face-to-face appointment, you will be asked:

- If you, or someone you have been in contact with, are experiencing symptoms of Covid-19.
- To wear a face covering. This is still a mandatory requirement in healthcare settings (August 2022)
- To arrive at your appointment time (not early) to keep numbers to a minimum in the waiting room.
- To come alone, unless you have a carer or are a guardian.
- If you are attending with a carer or guardian, to confirm that they do not have any symptoms of Covid-19.
- To adhere to social distancing rules in the waiting room and communal areas.

Home Visits

If you need a home visit, please contact the receptionist. They will take your details and a clinician may call you back. Visits are undertaken by our GPs, GP Registrars, Community Advanced Nurse Practitioners, and District Nurses

The doors to the surgery are kept open to ensure effective ventilation is maintained at all times and we advise you to dress appropriately.

Symptoms of Covid-19

If you have symptoms of Covid-19, you will be seen in the portacabin located at the side of the building. We thank you for your understanding as this system is in place to safeguard other patients, who may be clinically vulnerable, sitting in our waiting room. Please ring the surgery to advise of your arrival and a clinician will attend. Please also dress appropriately for cold weather whilst you wait for the clinician.

Please be aware, staff will be wearing PPE, including masks, aprons/gowns, and gloves. This is a precautionary measure and please do not be alarmed.

Vulnerable Patients

As the restrictions end, it is important that you ensure you still attend for regular healthcare, monitoring, and screening. We have put measures in place to ensure that you can attend the surgery confidently. Please inform the receptionist or clinician that you are vulnerable, as some of your care may be accomplished over the telephone or via video consultation, to limit the amount of time you need to spend in the surgery.

Covid-19 Vaccinations

You will be invited by the surgery or BCUHB when you are due your booster vaccination. We are unable to provide Covid-19 recovery letters. Please contact 119 for advice.

Please do not hesitate to contact us if you have any questions or if you would like this leaflet in any other format, including larger print, audio, or braille.

Beech House Surgery

Access to Services
October 2022



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Denbigh, LL16 3AY
01745 812863

The Roe
St Asaph, LL17 0LU
01745 582251

beechhouse.gpsurgery.net
enquiries.w91033@wales.nhs.uk



Access to Services

We want to assure you that the surgery is open and offering all services, including urgent and routine appointments, annual reviews, monitoring, and screening. However, it may be some time before we can fully return to our previous ways of working, as we want to keep you and our team safe, whilst adhering to Covid-19 infection control measures.

We have continued to provide services to our patients since Covid emerged and have introduced various new methods to enable patients to contact the surgery during the pandemic. These include telephone and video consultations, online consultations, email for non-urgent matters, our Surgery App, and the ability to reply to us via text message. My Health Online has also been an invaluable service. These have worked very well, and many patients have welcomed the flexibility and convenience these services offered, and we intend to retain this new working going forward.

We offer pre-bookable, up to two weeks in advance, next day and same day bookable appointments. We also offer urgent, same day appointments for those who need to be seen today. Children under 16yrs of age are offered same day consultation for acute presentations. The receptionists are directed by the GPs to obtain a level of information in order for them to direct you to the relevant clinician or service.

Prescriptions/Medication

Ordering

- We do not take requests for prescriptions over the telephone.
- You can order your repeat prescriptions via MHOL (My Health Online). You can register for an account online, via our Surgery App. Alternatively, you can download a registration form from our website and bring it in to reception with your photographic ID, or speak to a member of the team if you would like to register.
- You can post your repeat prescription requests in our post-box situated outside dispensary.
- You can post your request to us.
- You can email your request: dispensary.w91033@wales.nhs.uk

Collection

- Prescriptions can be collected from St Asaph or the Dispensary Collection Point at the side of the building at Beech House.
- You can arrange to collect your medication at your chosen chemist.
- We also operate an automatic repeat prescription service if you get your medication from us. This means your repeats are processed automatically for you each month without you having to remember to order them.
- We offer a home delivery service to our vulnerable, dispensing patients if they are unable to collect their medication from the surgery or cannot arrange for someone else to collect for them.

Enquiries

- If you have a query, you can contact the dispensary department by telephoning 01745 812863, option 2. Please be aware that they will not be able to take any prescription requests.

Advice/Appointments

We now have several methods of obtaining advice and appointments.

Telephone Consultations

We offer telephone consultations, which may be more convenient for you. The Receptionist will take your details and a clinician will call you back. However, if the Receptionist, Doctor, or Nurse deem that you should be seen in the surgery, you will be offered a face-to-face appointment instead.

Online Consultations

You can now contact us online by going to our website or Surgery App to fill out a simple online form to get advice, treatment, request a non-urgent appointment or call back, or help with an admin request by the end of the next working day. You can also request sick notes, GP letters, or ask about recent test results.

Video Consultations

We can offer video consultations. Once you have contacted the surgery for an appointment, the clinician will either call you or send you a video link via text message to your mobile phone. The instructions will be contained in your text message on how to join a video consultation with the clinician.

Common Ailments Scheme

You can obtain free, confidential advice and treatment from your pharmacy for a range of common ailments without having to make a GP appointment. They can also provide you with medication free of charge.

MHOL (My Health Online)

MHOL allows you to order repeat prescriptions, view your test results and immunisations, and book appointments online. Register for an account online, via our Surgery App. Alternatively, you can download a registration form from our website.