

If you have a new cough or temperature please DO NOT contact the surgery but go online to [NHS 111](#)

Appointments: The surgery is operating a telephone triage appointment system. If your Doctor feels you need to be seen they will invite you down to the surgery following your telephone triage. For those patients invited to attend the surgery, please come into the surgery alone, or if you need to be accompanied please attend with only one parent/carer.

Repeat Prescriptions: Please DO NOT attend the surgery to request your medication. We have a prescription box outside the main entrance, attached to the wall for you to drop off your paper requests. Alternatively, if you have online access, you can order your prescriptions on line. Our prescription telephone line is open from 2.30pm to 5.30pm Monday, Tuesday, Thursday and Friday, 2.30pm till 4.30pm on a Wednesday. Please DO NOT ring outside of these hours to request repeat prescriptions.

We will be holding a staff planning meeting daily between 1.30pm and 2.00pm in order to keep updated. The front doors will be locked during this time; patients can however ring in an emergency.

The Practice would like to thank all Lanchester Medical Centre patients for their support and understanding during this very difficult time. We will continue to follow Government Guidelines to keep both patients and staff as safe as possible.