

BENTLEY VILLAGE SURGERY - CHANGES FROM 050520

GP SERVICES AT BENTLEY VILLAGE SURGERY

From Tuesday 5th May Bentley Village Surgery will be seeing patients from the A31 Group of GP Practices showing signs of any type of infection and deemed to be in need of a face-to-face consultation after being triaged by a phone-based clinician.

All patients called into the practice will be asked to arrive for their appointment time and wait inside their car. A GP will come out to the patient in the car park in the first instance. Many treatment needs will be met without the need for surgery access.

The smaller car park area immediately on the left as you turn into the practice has been reserved for the pre-booked GP appointment service only. Patients called in for an appointment must use this parking area.

DISPENSARY SERVICES AT BENTLEY VILLAGE SURGERY

The Bentley Village Surgery dispensary will continue to operate but access is now signposted. This will maintain complete physical separation of services and avoid any contact between patients needing treatment and people collecting prescriptions.

Please note there is NO ACCESS to the dispensary passing by the front of the building from the car parks.

People walking to the surgery from the Memorial Hall direction are able to access the dispensary in the usual way through the main entrance from the pavement.

People driving to the dispensary must use the larger car park at the back of the building. Access to the dispensary will be via the side of the building near the far end of that car park. This is a grassed area with paving stones. Please take care.

If you have any concerns about access please ask the care group on 23440 to collect and deliver your prescription to you.

SIGNAGE

Signage is in place to help direct everyone accordingly. Look out for:

BLUE signs for the PRE-BOOKED GP APPOINTMENT parking area.

GREEN signs for DISPENSARY SERVICES - both parking and the new service access route.

Thank you for your understanding, patience and support during these challenging times.

