

**Update on appointments at Barton Surgery, Barton Terrace, Dawlish, EX7 9QH**

We would like to say firstly thank you for all your support during these hugely demanding times for everyone and for the many kind messages of support we have received.

As you may know, General Practice has seen absolutely unprecedented demand over the last six to nine months and this demand continues to increase. GPs are dealing with more patients than they did in the same period the previous year, along with all the constraints of Covid-19. We are not alone in this, GP surgeries all around the country are experiencing the same issues.

As a practice we are continually reviewing our services and as lockdown starts to ease and society starts to open up again, we will be returning to a more traditional service, similar to that which existed before Covid-19.



So please be aware that if you **telephone** the surgery our team of experienced Health Navigators will ask the nature of your call. This is so they can direct you to the most appropriate healthcare professional which may not necessarily be a GP.

If you choose to contact us via our **EConsult** service accessed from our website <https://www.bartonsurgery.co.uk/> please note there is a 48 hour acknowledgement time excluding weekends & bank holidays.



Barton Surgery promotes **self help and care**.

Within our EConsult service self help forms part of the support available, our trained Health Navigators can also direct you to the most relevant support.

There are various online sites available for your self care and help management:

[The NHS website - NHS (www.nhs.uk)](https://www.nhs.uk/)

[Health and Care Video Library (healthandcarevideos.uk)](https://healthandcarevideos.uk/)

[NHS 111 online](https://111.nhs.uk/)

[Hiblio - Hiblio TV](https://www.hiblio.tv/)

[Self-help therapies - NHS (www.nhs.uk)](https://www.nhs.uk/mental-health/talking-therapies-medicine-treatments/talking-therapies-and-counselling/self-help-therapies/)



Your local **pharmacy**

Your local **pharmacies** can also help with minor ailments;

coughs,

colds,

sore throat,

fever,

earache,

thrush teething,

threadworms,

blocked nose,



hayfever,

athletes foot,

diarrhoea,

cold sores,

skin rashes,

eye infections,

mouth ulcers,

verruca’s

If you experience a **minor injury**, Newton Abbot Minor Injury Unit is open 8am to 8pm seven days a week including bank holidays. Based at Newton Abbot Community Hospital tel: 01626 324500. You can visit your local minor injuries unit if you have the following type of injuries: cut, graze or wound

* sprain, strain, muscle or joint injury
* broken bone (fracture)
* skin complaint – bite or sting (including human bites), minor burns, including severe sunburn and minor skin infection which needs treating
* emergency contraception
* minor head injury
* eye problem such as a minor eye infection, scratches or something that is stuck in your eye.



As from 10th May 2021, Barton Surgery will be altering their appointments system to more face to face GP consultations. It’s important these appointments are kept to the allocated ten minutes to adhere to Covid-19 safety and avoid overcrowding. If you contact the surgery your call will be categorised due to its medical need. For routine matters you may have to wait for a GP appointment if none of the above services can assist.

During May you will be able to book telephone consultations with GP’s in advance for **ROUTINE** matters. To access this service please sign up to our online services [Online services - Barton Surgery](https://www.bartonsurgery.co.uk/services/online-services/)



**For patients attending the surgery** we are trying to keep the flow of patients through the surgery as safe as we can, so could you please:  
• Arrive literally at your appointment time, i.e. if you are early please stay in your car or outside until your appointment time and not in the surgery.  
• Please wear a face covering when in surgery.  
• Do not wear multiple layers of clothing that will need to be removed for the procedure/examination to be performed as this will also help to minimise any risk.

**DO NOT ATTEND THE SURGERY** IF YOU HAVE ANY OF THE FOLLOWING SYMPTOMS:

> high temperature – this means you feel hot to touch on your chest or back (you

do not need to measure your temperature)

> a new, continuous cough – this means coughing a lot for more than an hour, or

3 or more coughing episodes in 24 hours (if you usually have a cough, it may be

worse than usual)

> loss or change to your sense of smell or taste

