



IMPORTANT ANNOUNCEMENT FOR PATIENTS

In these unprecedented times, we at Inverbervie Medical Practice are very grateful for your continued support, and patience. At present, we are still dealing with all medical requests via the telephone (01561) 361260, and all requests will be triaged in the first instance. When you speak to the Care Navigator they will ask for a brief description of your problem. This is so that the correct Healthcare Professional can deal with your query.

If you have a musculoskeletal problem you can ask the Care Navigator for a telephone appointment with the Physiotherapist. This is known as First Contact Physio (FCP).

The clinicians, when they triage your call, may be able to solve your problem over the telephone. If they cannot, but wish to perhaps see you, they may ask you to do an Attend Anywhere consultation. This is an on-line consultation service where you can speak to a Healthcare Professional and receive advice/assistance via video call. This service can be accessed via our website – berviemedical.com – where there is a link to this service. There is also helpful information about Attend Anywhere included on our website for assistance. Please note that only patients registered with the practice will be able to have a consult with one of our Health Professionals. You must be asked by a clinician to access this service at the present time.

The use of Attend Anywhere is to try and reduce footfall into the practice so there will be limited face-to-face interaction now and in the future. The only face-to-face interaction that is happening at present are necessary blood tests and anything that the Healthcare Professionals cannot deal with over the telephone or video link. Home visits are also very limited as we are advised this is only required as a last resort. This is to protect the patient and to also reduce the footfall into patient's homes.

We would remind patients that if you do need to come to the surgery and enter the building, to wait for a staff member to come to the door, and they will let you enter. You will be required to wear a mask and use the hand sanitiser. When you leave the building you will also be asked to stand back and wait for a staff member to open the door to allow you to leave the premises.

We thank you for your continued understanding and stay safe.

Lorna Grubb
Practice Manager

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