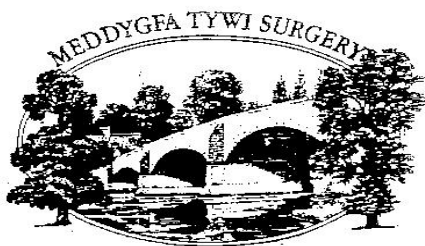


Dr M G Williams
MBBCh, MRCP,
PgDipSEM

Dr C R Horn
BSc, MBBCh, MRCP,
PgDipMedEd

Dr K E Evans
MPharm, MRPharmS,
MBBCh, MRCP

Dr N A Burtenshaw
BSc, MBBCh, MRCP
PgDipSEM



Meddygfa Tywi
Nantgaredig
Carms. SA32 7LG

Tel: (01267) 290240
Fax: (01267) 290062

7th July 2020

OFFICIAL SURGERY UPDATE

From **TUESDAY 14TH JULY 2020**, our process for seeing patients and dispensing medication will change. In order for this to be done safely, please follow the advice given below and at the surgery, when you attend.

- If you have a problem that can be managed over the telephone, please phone and request a call back from a doctor or nurse. If it is not possible to deal with things on the phone and you need to see a doctor or nurse, please book an appointment.
 - If you want to discuss test results, please call on Tuesday to Friday. **It will not be possible to discuss results on a Monday.**
- Please arrive before your scheduled appointment time. The clinical staff endeavour to see patients on time, but the needs of individual patients sometimes mean that delays occur.
- **All patients must report to reception on arrival.** The doors will be open to let one person in at a time. Please respect appropriate social distancing outside the building at all times. The toilets in the surgery will be unavailable to patients.
- Medication will be dispensed via the dispensary hatch in reception
- At the reception desk, patients expecting an appointment will be given a letter / number. Please then return to your car with this letter / number. When it is your turn to be seen, the doctor / nurse will come outside to call you to the side entrance.

We remain very grateful for your understanding as we adapt during this difficult period.

All the Doctors, Nurses, Allied Healthcare Staff and Admin Staff at Meddygfa Tywi