**Return to Rhiwbina Clinic Tuesday 6th September 2022**

Dear patients

We are making a move back to holding appointments at Rhiwbina Clinic, but we have important information to share with you first.

During the pandemic we have learnt a lot, and that includes the types of appointments that are feasible when working away from the main surgery in Birchgrove. We have listened to our patients and recognise that the convenience of having consultations in Rhiwbina Clinic have been missed. At the same time, we have experienced first-hand what it is like to be working on a reduced work force and the impact it has on providing a safe service to our patients. We are also aware that any urgent presentations may require hospital admission by ambulance, and we do not have the capacity to care for a patient in the clinic if they need to be admitted from that site.

We have therefore decided to recommence seeing patients in Rhiwbina, but with some important changes.

* A GP will be seeing patients for pre-booked **routine appointments only** Monday to Friday, 8.40 to 11.20
* A nurse or health care practitioner will be available Monday to Wednesday, for pre-booked **routine appointments only** 8.30 – 12.30pm
* We will not be facilitating a repeat prescription service from the clinic. If they haven’t done so already, patients are advised to organise their repeat prescription through their preferred pharmacy. In instances where an ad-hoc issue of medication is required, please contact Birchgrove Surgery by email: [practice.manager.w97021@wales.nhs.uk](mailto:practice.manager.w97021@wales.nhs.uk). Prescriptions that are as a result of an urgent consultation will be made available from Birchgrove Surgery the same day.

We thank you for your patience whilst we worked from the main site only and are grateful for your understanding. We hope that we will be able to maintain service from Rhiwbina Clinic during the winter, but we must remain cautious as we have no way of knowing at this stage how covid and flu will affect our staffing numbers.

Many thanks for the kindness shown in recent times. We are most grateful.

Nichola Williams, Practice Manager

& GP partners of Birchgrove Surgery.