

# Daisy Villa Medical Practice

## USEFUL INFORMATION

June 2020

# Thank You!

### COVID-19

The challenges of the last few months have resulted in numerous changes here at Daisy Villa and we will continue to adapt as the situation evolves. We would like to take this opportunity to say a huge thank you to all of our patients who have been wonderfully supportive and have adjusted to the new procedures so seamlessly.

### COVID-19 Questions or Symptoms?

Please go to the NHS Inform website (the link is on our homepage [www.daisyvilla.co.uk](http://www.daisyvilla.co.uk)).

Need more advice? Telephone NHS24 on **111**.

### NEW Online Consult Facility



As a Daisy Villa patient you can now access our new "Online Consult" facility which can be found on our homepage: [www.daisyvilla.co.uk](http://www.daisyvilla.co.uk) This amazing resource is well worth a look, especially if you have an appointment booked with one of our GP's. There's a wealth of information and advice, including forms which can be completed and emailed to the GP ahead of your appointment.

**FEEDBACK** – Online Consult also has a "Patient Feedback" option, so if you'd simply like to leave us feedback, you can do that too.



### Video/Telephone Calls with Your GP

If you would like to make an appointment to see one of our GP's, the initial consult will most likely be by either Video or Telephone call.

If you would like to have a look at our video calling option, the link is in the third paragraph down on our homepage ([www.daisyvilla.co.uk](http://www.daisyvilla.co.uk)). It's straightforward to do and you can test it out beforehand.

Click the following button to test your device, connection, microphone, and web camera setup.

**Note:** This test does not actually make a call.



### Photographs

If you feel it would be helpful for the GP to see a photo relevant to your consult, please send them in an email to [ork-hb.daisyvilla@nhs.net](mailto:ork-hb.daisyvilla@nhs.net) ahead of your appointment.

### Online Repeats

Want to order repeat prescriptions online? For more information click "EMIS access" on our website: [www.daisyvilla.co.uk](http://www.daisyvilla.co.uk)

### Repeat Prescription Phone Line:

# 831300

Please allow 3 working days before collection.

### Delivery

For information on our delivery service click "Repeat Prescriptions" on our website: [www.daisyvilla.co.uk](http://www.daisyvilla.co.uk)