



At South Street Surgery we strive to provide safe, high quality care to our patients despite the challenges which the Covid19 pandemic has created. Our systems and processes have needed to evolve for us to do this.

We have been providing a range of appointment types including telephone, online and face-to-face. There has been a need to triage all patients before face-to-face GP appointments rather than patients booking face to face appointments directly. Patients who need to be seen for a face-to-face assessment or examination are booked into a face-to-face appointment with a GP after a telephone consultation. We have been providing face to face appointments when there is a clinical need throughout the pandemic.

We also provide online consultations and are currently using a system called e-consult which is used by all practices in East and North Hertfordshire. Patients can use this system for any non-urgent clinical and administrative needs between 8am and 8pm. We aim to get back to you by the end of the next working day with a response which may be a phone call to discuss your condition or query or a message. We provide telephone consultations for those who cannot use online consultations and those who have an urgent problem. We ask that you call before 3pm for a non-urgent telephone consultation however any patient with an urgent on the day need will be managed by a GP on the same day.

We are in the process of reviewing our appointments systems and developing a model which continues to include a range of appointment types. We will provide further updates on our website and Facebook page.

We are always keen for constructive feedback from patients and welcome new members to our surgery patient groups. If you would like further details please contact reception who will pass your details on to Nadia Langley, our Operations Manager.