

Branch Surgery
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Consultations by Appointment Only

Update from Cove Bay & Kincorth Medical Centres – May 2021

Changes at the Practice

We were delighted to advise that Dr Mary Clark and her husband are expecting a baby and baby Clark is due in September 2021. We wish them all the best for their new arrival.

eConsult

Since February 2021, we have been using a system called eConsult. This is an online form that gathers information for our clinical team to assess. eConsult is to be used for patients for non urgent concerns. The eConsult form can be accessed from our practice website (www.covebayandkincorthmedical.co.uk).

For patients who do not have internet access or are unable to complete the online form, our reception team will go through the form with you and submit it on your behalf. Our clinical team aim to respond to the eConsult forms within 48 working hours. For anything that is urgent patients should still telephone the practice as normal.

GP Capacity

The practice is currently experiencing a high level of staff being off sick. This has resulted in us having to use locum GPs and our staff having to work additional hours to fill the gap. This change may affect service delivery for non urgent matters and we would ask our patients for their patience and understanding at this difficult time.

Practice Email Account

During Covid the practice communicated with patients by email more than we had ever previously done. Now that services are starting to open, the practice would ask that patients no longer email clinical information in advance of their appointments.