

# PLEASE READ THIS INFORMATION CAREFULLY

## WEST KENT CARDIOLOGY - PATIENTS' COVID-19 (CORONAVIRUS) UPDATE

16<sup>th</sup> March 2020

Dear West Kent Cardiology patients,

Patient and staff safety is our prime concern at West Kent Cardiology Partnership and we are, therefore, changing our standard operating procedures following recent Department of Health advice to minimise infection risk. We will remain open for consultations and investigations for patients who wish to come to their appointments (although we will review this policy as events escalate). Currently, therefore:

1. For patients wishing to attend Warwick Park Consulting Rooms we will continue to offer appointments but, to minimise contact with other individuals, we will be arranging appointment times so that you can enter the practice and go straight into the consulting rooms for your appointment/ investigations - this may involve you arriving and remaining in your car until advised by phone to enter the practice.
2. For patients **not** wishing to come to the practice, we will offer telephone consultations. This would include a detailed discussion of your symptoms and a proposed investigation/treatment plan. This would not, however, include any cardiac investigations (eg ECG, echocardiogram, heart monitors etc) at the time of the consultation. These may be required at a later date and planning for this would be discussed with you at the end of your phone consultation.
3. Whilst we normally prefer patients to have a GP referral letter, we understand that it may be difficult for you to obtain an appointment at your GP's surgery currently. If you are worried about your heart, therefore, we are currently happy to provide consultations without a GP referral (NB if you are using private medical insurance we recommend that you advise your insurer of the situation prior to your consultation).
4. We plan to reduce the number of staff working on-site Warwick Park Consulting Rooms. Our administration team, will however, continue to work remotely from home when not on site, have access to your records and be fully contactable using our normal phone number (01892 526726) and/or our usual email address ([info@wkcadiology.co.uk](mailto:info@wkcadiology.co.uk)). We will, therefore, be able to help you in the usual way with any queries you may have and to ensure that all correspondence with your GP and yourselves is typed and emailed out promptly.

**We would respectfully request your assistance by NOT attending the practice should have any symptoms of possible Coronavirus infection, if have been in contact with anyone with the virus or have recently travelled abroad to high risk areas. Full details of the symptoms and Government guidelines can be found on:-**

<https://www.gov.uk/government/topical-events/coronavirus-covid-19-uk-government-response>

We thank you for your patience and understanding during this very difficult time. The current situation is predicted to escalate substantially and we will constantly review our services and provide regular updates as necessary.

Yours faithfully

**Dr Clive Lawson**  
**Consultant Cardiologist**

**Dr Derek Harrington**  
**Consultant Cardiologist**

**Nicola Lawson**  
**Practice Manager**