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Dear

Over the last few months you are likely to have noticed a difference in the way things are being done in general practice as we manage coronavirus (Covid-19).

We want to start off by saying thank you.

Thank you for adapting so quickly to these new ways of working – it has been the drastic, yet fundamental, change needed to ensure the safety of you and our staff.

To slow down the spread of coronavirus, we have worked to reduce the number of people coming in to the practice by using online consultation systems like telephone appointments; video consultations and e-Consult (please see our website).

Our top priority is, and has always been, to keep you and our staff safe while ensuring you get the care you need.

This is why we ask you to continue what you have been doing to access your GP service.

Please do not visit the GP Practice without an appointment or unless you need to collect a prescription from the dispensary.

Instead please call the practice or go to our practice website. We are aware that our telephones are increasingly busy especially during peak times but we are dealing with calls as quickly and efficiently as possible. You can speak with a GP or Nurse over the telephone or via a video consultation. This will often mean you get to speak with the right person to help you, much quicker.

If a doctor or nurse does need to see you in person then you will be given an appointment to attend the practice.

Only coming to the surgery with an appointment means:

- You will get seen more promptly
- You are reducing your risk of catching / spreading coronavirus by avoiding a waiting room
- You are helping to keep staff healthy and safe
- The practice is able to maintain a clean environment and protect you from the virus

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Please remember that if you are offered an appointment you will need to wait in your car and call the number provided to let reception know you have arrived and what car you are waiting in. If you do not travel by car please be aware you may be asked to wait outside whatever the weather.

A home visiting service, for those patients who are unable to leave their home continues to be provided.

Enclosed with this letter is a frequently asked questions document, which may help answer questions you have.

Thank you once again for your support and understanding as we all adapt to a new way of working.

Yours sincerely

Adrienne Ely
Practice Manager