

Can we start by saying a huge **THANK YOU** on behalf of all of us at the Surgery

There are a number of things we need to thank you all for.....

- **Staying at home** – we appreciate that this has been a real challenge for everyone in many different ways, but the measures that you have taken in staying at home have significantly helped the NHS and reduced the spread of the disease. It really has made a huge difference.
- **Community Spirit** – we have been lucky to have had offers of help with delivering medication, supporting the vulnerable and shielding groups, along with offers to make scrubs and face visors for us here at the surgery. This kindness and generosity in both time and thought means a lot to us and our patients.
- **Your Patience and Cooperation** – we understand that things have been a little different in how you may be accessing us, as well as getting prescriptions, blood tests and follow ups. These measures are in place to minimise the risks to our patients, and protect our staff, and we are grateful for your continued understanding.

Mental Health and Wellbeing

This is a difficult time for all of us and the impact of the pandemic, isolating and lockdown is important to acknowledge. There are measures we can all take to support our mental health

- Keeping in contact – physical isolation doesn't have to mean complete social isolation, as there are many ways to stay in contact with loved ones. Make sure you keep connected which may be through phone calls, texts, online chats or old fashioned letters!
- Limit your exposure and consider your sources – limit your exposure to the news as it is easy to follow it all day every day which can feel overwhelming. Also consider your sources of information and use trusted ones such as the government and NHS websites.
- Exercise – if you are able to leave your house then try and take that daily exercise out in the fresh air be it walking the dog, going for a run or some gardening.
- Use the resources – there are many resources which have been developed to help during these times, be it financial, access to medications, difficulties getting food, loneliness and isolation to name just a few. If you are struggling then please contact us and our dedicated Community Care Worker can try and help or signpost you to the service most appropriate for your needs.



We are very much open for business (no pun intended!)

The surgeries are both open as usual and the staff all working their normal hours. We are working hard to ensure we can still care for you with any existing or new problems, alongside any related to Coronavirus.

We want you to contact us if you are having symptoms or problems which you would have normally contacted us about, for both **adults** and **children**. Phone and video consultations are being used as a first assessment and triage process to allow us to ensure any examinations or investigations are done in the most timely and appropriate manner to minimise risks and optimise your care.

We ask that you **still do not attend the surgery** unless you have an appointment which has been booked and agreed in advance. If you wish to book an appointment with a GP or nurse then please ring the surgery.

If you have an appointment then we please ask that you maintain a social distance at all times. You may be asked to wait in your car until the room required is available, so if you have a mobile phone please bring it with you as we may need to use this to communicate with you.

If you attend the surgery you will notice that the doctors are wearing scrub uniforms and that clinical staff will be wearing PPE when they see you. Please don't be alarmed by this, as it is a precautionary measure to protect our staff against a risk of transmission of the virus from people who do not have symptoms.

Once again can we thank you for your understanding throughout the past few months and in advance for the future. We appreciate that it is difficult seeing things change so suddenly but we are doing our utmost to ensure the care we provide continues to be of the best possible standard.

Take Care and Stay Safe

