

Dear patient,

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 into the practice by using online consultation systems like e-Consult (on our website), telephone appointments and video consultations.

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.

Instead call the practice or go to our practice website. You can speak to a GP or nurse over the phone, email or have a video consultation. This will often mean to get to see 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 into the surgery with an appointment means:

- 📺 you will get seen 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

Please also remember that if you are offered an appointment it might be with a doctor or nurse you are not familiar with.

While we realise this could be inconvenient, we think it is important to keep people safe, reduce the spread of coronavirus and get the maximum benefit from the healthcare resources which will be available.

Your records will still be accessible securely to you and to them, ensuring they are able to provide you with the best possible care.

A home visiting service, for patients who are unable to leave their home will be provided. Enclosed with this letter is a frequently asked questions document, which may help answer questions you have.

If you have any comments, questions or concerns, then please do get in touch with us to let us know how we can support you.

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

Kind regards

Dr Shafiq Rahman & Dr Anna Williams
Wellington Practice