

To our community

Firstly, thank you so much for your continuing support during this challenging time. We understand that people may have concerns regarding their health and we want to reassure you that we are here for you.

- Due to the coronavirus outbreak, how you contact us is different at the moment. This is to limit face-face contact where possible and help stop the spread of coronavirus
- We will continue to undertake face-to-face appointments when necessary
- You may be asked to discuss your conditions over the phone first, to assess what type of appointment would be most appropriate for you
- In addition to face-to-face consultations, we are offering appointments online or over the phone. This can be a convenient and flexible way to receive healthcare but if you need to see a GP or healthcare professional in person, then this will be arranged for you
- We are undertaking our usual screening and long-term conditions health monitoring so if you are asked to make a telephone or face to face appointment, please do so
- If you are asked to come into the surgery for a face-to-face appointment, please remember to wear a face covering. Measures are in place to keep you and our community safe from infection during your visit to the surgery.
- If you have any health concerns, do not delay contacting us or call 111 out of hours. NHS services have adapted to make them safer for you to attend so please do so.

How do you access our services?

In order to limit face-to-face contact whenever possible and help stop the spread of coronavirus:

- **We are open.** If you need to see your GP or one of our team, please ring us on 01507 358623
- You can also call NHS 111 after Practice hours for advice
- Please do not come to the surgery if you have symptoms of coronavirus (new continuous cough, a temperature and loss of smell/taste – see <https://www.nhs.uk/conditions/coronavirus-covid-19/> for more details
- Please remember to bring a face covering

If you have any questions or concerns, please do not hesitate to call us. We are here for you.

Kind regards

Marsh Medical Practice