



## **TO ALL OF OUR PATIENTS**

Dear Patient

As you are all aware COVID-19 cases have increased considerably since the beginning of December. We wanted to highlight this fact by making you aware of this shocking statistic - Whiteparish Surgery has recorded 38% of their total number of positive cases, since the pandemic began, in the last two weeks.

We are incredibly lucky to have a very caring, dedicated team of staff and we would like to protect them so that they can continue to provide the care and support that you are all used to receiving. In order to do this we would like to ask for your help. Please could we ask patients to:

- Only come to the surgery if you have a booked appointment or you are collecting a prescription.
- Please do not contact the surgery to enquire about COVID vaccinations. This will help free the phone lines for those patients that are seeking urgent medical advice.
- We will let you know when it is your turn to book your vaccination. The NHS is prioritising vaccinating those people who experts have agreed will benefit from it the most.
- The phone lines are exceptionally busy and our reception team are answering your calls and queries as quickly as they can. They have been receiving a lot of verbal abuse recently and this is unacceptable. Please be patient they are trying to help you!
- If you find there is a queue at the front door please adhere to social distancing.
- If you have to come to the surgery please wear a face covering.

We would like to reassure you that if you have a health concern we are still open for business.

Meanwhile, we all need to keep to the advice of hand-washing, face masks and social distancing but we all look forward to the time when we will return to life as normal.

Thank you for your continued support.

The Partners at Whiteparish Surgery

