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13<sup>th</sup> January 2021

Dear Patient,

### **IMPORTANT INFORMATION ABOUT THE SERVICES AT QUAY LANE SURGERY**

We would like to update you on some urgent but hopefully short-term changes at Quay Lane Surgery. These changes will affect all of the other 8 GP practices in East Cornwall too.

As you may be aware, COVID-19 infection rates for Cornwall are high. As well as supporting our patients, our colleagues are also being affected. All this is happening, while we are delivering the largest vaccination programme the NHS has ever delivered.

Our doctors, clinicians and administrative staff are at the forefront of the vaccination programme and will be working shifts at the vaccination hub. We want to deliver vaccines to you and your families, as quickly and safely as possible. To help us do this national guidance has advised us to reduce all non-urgent work.

Our GP practice will remain open. You should continue to contact us if you have an urgent concern or have symptoms you are worried about. Please use the e-consultation portal on our practice website or contact us by phone. If you do need to speak to us on the phone, please expect us to ask you some extra questions to allow us to triage your call.

We will continue to offer urgent and emergency appointments and ask that you please be patient with us during this time.

If you have a routine problem that can wait, it will really help us if you wait until our normal services resume. We expect services to be back to normal in 4 to 6 weeks. This will allow us to ensure we can redeploy staff to run the vaccination clinics.

You can also use your local pharmacy for advice. You can also contact NHS.uk or call 111 for support. NHS 111 is available 24/7 and as well as providing advice can also direct you to a local service and will let them know you are on the way.

Our vaccination programme has started and we are currently inviting patients in priority group 2 to attend the vaccination centre at Pensilva Millennium Centre. We anticipate that there will be weekly clinics, however, will be dependent on regular vaccine deliveries. We hope more sites will open up in the very near future, however, the first site to go live will be Millennium House and patients will be invited to attend at this site via their GP practice. We kindly ask that you do not ring the surgery to enquire about booking an appointment but wait until you are contacted by a member of our team.

Please be reassured we are all working as hard as we can to look after you and ensure a vaccination programme happens quickly and safely to protect us all.

Thank you for your help and understanding.

Mrs Debbie Todd

Practice Manager

For and on behalf of the Partners of Quay Lane Surgery