

# Holmcroft Surgery

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A Keele University School of Medicine Teaching Practice

## Changes at Holmcroft Surgery due to COVID-19 (coronavirus)

Dear Patients,

Further to the update that was published on our website last week, we have reluctantly made the decision to close the front door of the surgery. This is because, despite our best efforts, people with symptoms of suspected coronavirus infection have continued to approach and enter the premises. This resulted in the temporary closure of some areas while we performed a deep-clean.

Some of our most vulnerable patients have no choice but to attend the surgery in order to access their medical care and we must safeguard them. We also have a duty to protect our staff, both for their own well-being and in order to keep the surgery open.

- The Surgery will continue to operate between 8am-6.30pm Monday-Friday.
- All appointments must be booked by telephone, as online booking has been temporarily suspended.
- For new appointments our first point of contact will now be via telephone or video appointment. If this will not be possible for you (e.g. due to a hearing impairment) let the reception team know and we will make alternative arrangements.
- Do not attend the surgery if you have or have had symptoms of coronavirus infection (high temperature and/or a new continuous cough) in the last week, or if a household member has had symptoms in the last 14 days.
- If you or a member of your household develops these symptoms after booking an appointment, contact us by telephone so we can decide how best to proceed.
- You will only be able to enter the Surgery if you have a booked appointment.
- On arrival wait in your car until you are instructed to come into the building. If you do not have a car wait outside and make sure you stay 2 metres (3 steps) away from other people.

As per updated Government and NHS guidance everyone must stay at home to help stop the spread of coronavirus. You can only leave your home:

- to shop for basic essentials – only when you really need to
- to do one form of exercise a day – such as a run, walk or cycle, alone or with other people you live with
- for any medical need – for example, to visit a pharmacy or deliver essential supplies to a vulnerable person
- to travel to and from work – but only where this is absolutely necessary

We will continue to provide updates via our practice website and Facebook page as the situation evolves.

Thank you for your understanding and co-operation during this difficult time.

**Partners:** Dr J P Hannigan,

Dr M MacSharry,

Dr S Anwar,

Dr M Subramaniam