**BEDWORTH HEALTH CENTRE**

**High Street**

**Bedworth**

**Warwickshire CV12 8NQ**

Drs Hickson, Zurub, Cain, Massey, Pritchard, Karir & Storrow

Drs Wearn, Marston, Hughes, Chatterjee, Oshungbohun, Bhanot & Staveley

**IMPORTANT NOTICE ABOUT FACE TO FACE APPOINTMENTS**

Dear patients,

You may have seen in the news this week about GPs being asked to provide more face-to-face appointments and we wanted to give you an update on the current situation.

Throughout the COVID-19 pandemic we have remained open and seeing patients. To help keep both you and our own staff safe, we have changed the way our appointments work: you may have been offered a telephone appointment or even a video appointment instead of being asked to come in to the practice. Offering these types of appointments has helped some patients to access appointments they wouldn’t normally have been able to attend due to their commitments, such as their work or caring responsibilities.

We understand that some of you may prefer face-to-face appointments, but hopefully you understand why we have had to make these changes. Where someone has needed to come into practice, either because it was medically necessary or important for their care, we have and will continue to ask them to come in and see us.

COVID-19 is still an ongoing problem and we need to keep our focus on keeping you safe and reducing your risk of catching the virus. Here are some of the ways we’ve been doing this:

* Regularly cleaning to a high standard all areas of the practice;
* Wearing Personal Protective Equipment (PPE);
* Maintaining social distancing in the practice.

We also need to look after our staff, who are people just like you. Some may have health issues or other factors that can potentially put them more at risk, so it is vital we keep them safe so that we can keep providing a good quality service to you.

Increasing the number of patients in the surgery means we increase the risk for everyone. We want to do the best we can for our patients because we care about you and the people we look after.

As always, we are available to talk to patients, and we want to hear from those who need us. While we understand patients’ frustrations with the current situation, we hope that you will continue to help and support us, as you have always supported the NHS, so that we can go on providing you with care and support in the coming weeks and months.

Yours faithfully,

Your Practice team