

Dear Patient

We are re-opening our Branch Site at Annfield Plain on 20<sup>th</sup> September 2021. We are going to open for every morning, as before, but also all day on a Monday Wednesday Friday.

We are still operating with caution in terms of Covid safety, therefore we ask that you do not attend the surgery unless you have been asked to do so for a face-to-face appointment. Please ring us first and we will make sure your query is dealt with quickly, safely and appropriately. If the phone lines are busy, please keep trying. We are dealing with an increased amount of consultations, far more than we did pre-Covid. We have increased our telephone lines to accommodate this so please bear with us.

Throughout the pandemic we have strived to make the surgery as safe as possible for all our patients and staff. We will continue to do so going forward. - patients will need to still wear a mask, socially distance and use hand sanitiser in the surgery and staff will continue to wear PPE. We do understand that it can be frustrating but we know that when people come to us they are sick and vulnerable (and some cannot receive the Covid vaccinations due to medical reasons) so we feel it would be wrong to not take these small precautions that can protect people.

If you need to order a prescription, we prefer that you to order online. This can be easily arranged by contacting Louise Atkinson at the practice who is our Receptionist aligned to prescription work and she can help you set this up. If you do not have access to a computer or smart phone, then we are arranging to have a Prescription Box situated near the front door, to prevent you having to walk through the Reception area.

We are delighted to be working Annfield Plain again, however we still need to be very cautious to keep our staff and patients safe during these uncertain times, so thank you for your cooperation in following our guidance.

Dr Bisson & Team

