

26th March 2020

Dear Patients,

I wanted to write to all of you and let you know that we are trying our best to keep on looking after you. These are very challenging times for all of us. I appreciate that many of you are scared and worried, many of you are frail and are carers and many of you have other health problems. We are continuing to look after all of you as best we can.

We are your local medical team but we are human beings just like you. We have children, loved ones, frail and elderly to look after and we also get sick. This presents problems as it can severely disrupt our care to you. We have already radically changed how we deliver medical care and we are using text messaging, e-consultations, telephone and video as other ways of helping you. I hope those of you who have used this have found it helpful. These new ways of working are in place so that we can continue to help as many people as possible.

There may come a time when we can't physically be at the surgery as we are ill ourselves or have children to care for. We are also trying to work from home using all the new communication routes available to us to try and keep things going as much as possible. It also means that appointment times need to be flexible but we are trying our best.

Over the coming months, things are likely to change even more and the health service will be pushed closer and closer to breaking point. I am asking you to be mindful when contacting us for help. Please think to yourself:

- Is this call really necessary?
- Do I need help right now?
- Can this wait?
- Can I support myself or find this information elsewhere?

The bottom line is that any routine problem(s) will unfortunately have to wait. Local hospitals have suspended and/or severely limited all routine investigations including x-rays and blood tests, alongside limiting treatments and operations. However, if you do have a new and particularly urgent problem, please contact us by phone / e-mail / e-consult.

We are trying to put as much helpful information on our website as possible and we continue to be receptive of your feedback. I hope as a local community we can all come together, help each other and get through this.

Thank you,

Dr Neel Basudev