

13<sup>th</sup> April 2020

## Open Letter to all Patients of Charnwood Community Medical Group

Dear Patients,

We would like to thank you all for the huge amount of support that we have received over the past few weeks, it makes a huge difference to ourselves and our team.

We are very worried that we are not seeing as many people with non-coronavirus related problems as we normally would.

We have taken a number of steps to keep you safe when contacting the surgery.

All requests for appointments are first triaged by our GP team. If a patient needs to be seen and has symptoms that might be coronavirus then an appointment is made for them at Forest Edge Medical Centre meaning that visitors to Rosebery Medical Centre do not need to worry about coming in to contact with symptomatic patients.

All visitors to Rosebery Medical Centre have their temperature checked and are screened to make sure they do not have symptoms of coronavirus before entering the building and the waiting room has been laid out to allow 2 meter spacing to be kept.

If you are worried you can also ask us to call you in your car when we are ready to see you so that you don't have wait in the waiting room.

Please **don't let your important medical problems wait** because of the current situation.

Whilst there is a large demand for our services each day we still have capacity to see those patients who are in genuine in medical need and would like to thank everyone for using our services responsibly, leaving them available for these patients.

Please contact us if you need us and we will arrange to help you in a safe way.

Yours sincerely

*The Partners*

**Please remember to visit the practice website at:**

**<https://www.charnwoodcommunitymedicalgroup.co.uk/corona-virus>**

**For information and answers to frequently asked questions about coronavirus.**