

Dear Patient,

As you will be aware the Coronavirus pandemic is creating a new challenge for us all, and specifically the NHS. Last week was an incredibly difficult week at the practice with a huge increase in demand, whilst our staff were increasingly worried about themselves, their families and patients.

We quickly adapted to the situation by moving to a triage system, whereby we assessed whether a patient was symptomatic, and offered video consultations to reduce the risk of further spread of the virus.

Patients that required a face-to-face appointment for an examination were called into the Practice, however on arrival many patients were presenting with symptoms, along with patients attending the practice without a pre-booked appointment.

This has increased the risk of passing on the virus between patients and infecting practice staff. Last week we lost four GPs to sickness, with only one GP able to work at the practice, and if this increases, we would not be able to provide clinical services.

We have a duty to protect both patients and staff, and to achieve this we need to implement a new strategy to ensure that patients only attend the practice when absolutely clinically necessary.

Therefore, as of Monday 23 March 2020, we will be closing the practice doors and patients may only enter the premises if they have a pre-booked appointment. Please do not attend the Practice, unless instructed to do so by our Clinical Team.

For all queries and requests, please contact the Practice via telephone or email, on 0161 426 0011 or [STOCCG.MarpleCottageReception@nhs.net](mailto:STOCCG.MarpleCottageReception@nhs.net)

We hope you will understand our decision and we rely on your cooperation for our preventative measures to be successful.

Lastly the practice team is working incredibly hard to be available to care for our patients, and if you do speak to or see a member of the team, please do share a thank you as it really does give everyone a boost! Thank you.

Yours sincerely



Dr Andrew Johnson



Dr Maher Al-Ausi