****

**Covid-19 Blog**

Welcome to our Facebook post. We will be using this space to keep you fully informed on the rapidly changing situation we are all finding ourselves in. It is our intention to keep this post updated on a regular basis.

It is reasonable to say that everyone has been shocked by the pace of change. As Doctors, we can empathise with you for the worry and concern you will no doubt be experiencing. In return, we would hope you can appreciate the pressures we are under at the Health Centre. We have had to make rapid changes to our working pattern that may inconvenience some of our patients, but we are grateful for your understanding throughout this time.

As you will know we have made Boxford Surgery a no-go area for patient appointments. Please understand, that is not our long-term plan for Boxford, rather a necessity of the times – we simply cannot isolate potential Covid-19 patients there, nor undertake a sufficiently comprehensive deep clean. It is safer for patients and staff, for you to be seen in Hadleigh.

Additionally in Hadleigh we will only allow into the building those patients who have already spoken to a clinician on the phone. This is to ensure that only patients not displaying symptoms are allowed through the main entrance.

We appreciate that you calling us for a return call has become the new normal and this has stretched our phone system capacity. To ease the bottleneck we have contacted the phone network to look at increasing the number of available lines. We have also turned on our online booking, although this will also only allow you to book a telephone consultation and not a direct appointment. It is hoped that these measures will suffice but we will continue to look for other ways to help reduce the difficulties in getting through to us. We must stress to you once again, please do not visit the surgery to make an appointment.

We have changed our uniforms! Those of you who have seen a doctor or nurse practitioner recently will have noticed we are now wearing surgical scrubs. This makes the process of decontamination easier than wearing multiple items of clothing (which have been shown to potentially carry and transmit the virus).

There will be times when we may ask you to enter via the side entrance (near the car park). This is for those patients for whom coronavirus is a possibility. These patients will be booked an appointment at a specific time and be seen by a clinician in appropriate personal protective equipment (PPE). The room will be deep cleaned afterwards. This side entrance, and the room used, is only for potential cases. All patients can be reassured we are doing all we can to separate the potentially infected from the non-infected.

**And finally, a plea from all of the staff here: Please stay home to stop the spread of coronavirus. Thank you**