

# KNEBWORTH AND MARYMEAD MEDICAL PRACTICE

## *PATIENT PARTICIPATION GROUP NEWSLETTER*

*April 2020*

We are pleased to say that now all the telecommunications work has been completed and commissioned we will, at last, be able to move into the new Knebworth Surgery and, provided that there is no significant deterioration in the Covid-19 situation, our first working day there will be Monday, 18th May.

The Surgery on Station Road will be closed for the day on Friday, 15th May, to prepare for the move to St Martin's Road over that weekend. Emergency, but not routine, appointments will be available at Marymead Surgery on that Friday.

It would be helpful if you could make sure any prescription requests are put in a few days earlier to try and avoid any last minute urgent requirements on Friday, 15th May.

The address of the new Surgery is **7 St Martin's Road, Knebworth, SG3 6ER**; the telephone number remains unchanged as **01438 812494**.

However, when we get into the new surgery, we will still have to continue to manage the impact of the Coronavirus by our current method of working, which is in accordance with advice and guidance from NHS England, the BMA and other health bodies.

Because of this, we have had to completely restructure the way we run the Practice to protect patients and our staff. This has meant:

- Changing consultations to either telephone or video calls, with face to face consultations limited to those that are absolutely necessary
- Delaying or deferring all non-essential and routine appointments to create capacity for us to provide resources to help manage the Coronavirus workload
- Reducing the range of services we offer
- Encouraging all patients to use our on-line services

We recognise the disruption this has caused to you all. The aim behind these changes has been to protect patients and, just as importantly, to protect our doctors and nurses without whom we cannot work.

The Practice appreciates all the understanding, thanks and good wishes that we have received.

*On behalf of the Practice, the Patient Participation Group and NHS England.*