

**Alconbury & Brampton Surgeries**  
**Patient Update 21.09.2020**

In response to the recent portrayal in the media that GPs have been unavailable during the pandemic we wanted to reassure our patients that we have remained fully open during our normal working hours offering patients alternative ways of accessing our Team. We've worked hard to make sure we've remained available to speak to, and to offer appointments to, everyone who's needed them.

In the past 6 months we have made huge system changes to follow ever changing advice from the Government, NHS England, our CCG and other regulatory bodies such as the Royal College, the BMA and CQC with the aim of keeping patients and staff safe. Following national guidance from NHS England we telephone triage all GP appointments but when clinically appropriate and safe we continue to provide home visits, mental health support to those in distress and see face to face those patients who need examining. All while dealing with unprecedented amounts of phone advice, prescriptions, investigation results, hospital letters and work being passed back to us from secondary care.

We've introduced enhanced infection control measures, organised remote working and carried out detailed risk assessments to ensure that we maintain a 'COVID-secure' environment. We have taken into account the number of patients in the Surgeries at any one time and their risk factors which make them vulnerable whilst ensuring the protection of our own staff to ensure that our delivery of a sustainable service is not compromised.

While we understand patients' frustrations with the current situation, we hope you'll continue to help and support us so that we can go on providing you with care as the situation evolves. Further information about how healthcare is being delivered can be found at this link <https://www.nhs.uk/conditions/coronavirus-covid-19/social-distancing/using-the-nhs-and-other-health-services/>

We would like to offer our sincere thanks to patients for the understanding and encouragement shown in these unprecedented times.

Melanie Gearing  
Practice Manager.