

## **Letter / SMS for patients**

**Dear Patient or Carer**

**You have been assessed by your practice and it has been decided that you require a face to face appointment with a health care professional at  
**Galley Common Medical Centre Valley Rd, Galley Common, Nuneaton CV10 9NH****

**Before your appointment, it is necessary that you read this in full.**

**When you arrive, please telephone 02476 397302 to let us know you are here then please stay in your car in the car park until you called again.**

**You will be telephoned to come when the clinician is ready for you. Preferably come into your appointment on your own. If this is not possible, only bring one other person with you to the appointment.**

**Please go to the toilet before you come as there are no facilities available on site and wear light loose fitting clothes if possible to make it easier to examine you if needed.**

Do not be frightened, but as either you or someone in your household is at risk, the people meeting you will have on protective equipment to try to ensure they do not become ill nor spread the virus. This can look scary to children, so please try to prepare them as much as possible.

On entering the building, you will need to decontaminate your hands. If the clinician forgets to remind you, please ask where this can be done. We would recommend that if you can, you stand during your appointment and try to touch as little as possible.

You will probably not be seen by your usual primary care team but the clinician seeing you will be able to arrange ask your surgery to arrange any prescriptions, tests or referrals if needed.

For your safety, you will need to clean your hands again as you leave.

To try and reduce transmission, the clinician needs to change their protective layers and clean any necessary surfaces between each appointment. This can take some time and as such, although we will do our best, you may need to wait some time for your appointment. We are especially likely to be running late if a patient has to be admitted to hospital.

We understand that you will be feeling stressed but please understand that this is a difficult time for us all and an absolute zero tolerance policy to aggressive behaviour will be in place.

We appreciate your support and patience.

Yours sincerely,

**The GPs of North Warwickshire**