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**The Glebe Surgery
The Glebe
Storrington
Pulborough
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RH20 4FR**

Tel No: 01903 742942

4 September 2020

Dear Patient

All of us at The Glebe Surgery hope that you are well and beginning gradually to return to normality as lockdown eases.

Unfortunately, General Practice has not yet returned to business as usual.

Any patient needing a face-to-face assessment or test must be remotely assessed before this happens.

Unfortunately, this has several knock on effects, some of which include busier telephone lines, with longer waits to get through, no direct booking appointments and routine medical screening, such as blood pressure checks and medication reviews, being postponed. This is frustrating for us, as it must be for you.

It is still vital that we maintain safe social distancing and strict infection control processes in order to protect both yourselves and our staff.

We would be grateful if you could have patience when trying to telephone us. We are aware of some of the problems you are experiencing and want to reassure you we are doing our best.

We would also appreciate that everyone who needs to come to the surgery uses the intercom to speak with the receptionist before entering the sliding doors and that only one person is in the lobby between the two entrance doors at a time. This helps maintain social distancing and reduces the risk of COVID-19 infection. Please use the hand sanitiser stations freely.

Thank you for all your help and support.

Yours sincerely

A handwritten signature in cursive script, appearing to read 'K Newsom'.

Dr Keir Newsom