

Statement from Andrew Cornell Practice Manager at Ashdown Forest Health Centre.

I have a duty of care to ensure that my team and patients are protected as far as reasonably possible. With that in mind I am politely requesting that patients DO NOT attend the surgery to book an appointment but call instead.

We have greatly restricted the number of face-to-face appointments with our GPs and Nursing team and all face to face appointments will be firstly triaged over the phone by our GPs. We have increased telephone appointments greatly and have the capacity to speak with most patients over the phone. If the GP then wishes to see you, they will book you in to a specific appointment.

Patients with a High Temperature, Fever, Continuous Cough should self-isolate immediately with their entire household. If symptoms get worse, please contact NHS111. Further advice can be obtained by visiting NHS111 on-line (<https://111.nhs.uk/>).

As you can imagine the pressure on my team is immense and I would personally like to thank them for their hard work, commitment and patience with this ever-changing situation. Please be patient with our phones as the number of incoming calls is unprecedented and we are doing our best to answer and process them as quickly as possible.

Please note all routine nurse appointments and blood tests will be cancelled and our team will contact you if your appointment will be affected. We will continue to offer urgent and ongoing nursing appointments (ECG, Dressings, INR, Injections - except for travel, Baby Immunisations)

Please where possible adhere to my request, please DO NOT come to the surgery but instead contact us by phone 01342 822131

My very best wishes to you all, keep well. Andrew