

## PLEASE BE KIND, WE ARE HERE TO HELP

September 2021

Dear All,

### Coming to the Surgery

As a reminder, please do not come to the Surgery without an appointment and please remember to wear a mask at all times, unless you have a valid reason for exemption and are wearing a face shield instead. It is so important that we protect each other and staff at the Surgery, so that we can continue with delivering vital healthcare services.

As always, we continue to see patients face-to-face (where appropriate), and we would once again encourage anyone with concerns about their health to contact the Surgery to make an appointment. Please do not put off coming to the Surgery, looking after yourself is vital and delays to seeking treatment can make the treatment itself more challenging.

When calling the Surgery, please remember that our Reception team are there to support and guide you to make an appropriate appointment. On behalf of the GPs they request some basic information around the nature of the problem, so that they can book you in with the appropriate clinician. There have been increasing incidents where patients are being rude to the reception staff and other members of the Surgery team. Even though you may be anxious, distressed or frustrated, such rudeness is not acceptable. It is very distressing to our staff who are working above and beyond during these difficult times. Please treat our staff with respect and dignity and, as a reminder, please read our [Zero tolerance](#) policy.

Thank you for your understanding and support.

Drs Kodde, Mogford and Buchanan  
Partners, Old Bridge Surgery, and the Surgery Team