

21 March 2022

Dear all,

### **Covid #s Rising**

We are continuing to see a sharp increase in the number of community transmitted cases of Covid.

Whilst wearing masks within the surgery is mandatory, staff are also starting to become infected which is putting an enormous strain on our services, especially as we do not permit staff to come to work so that we can continue to protect our vulnerable patients and teams.

### **Appointments Under Pressure**

Whilst some staff have been able to work from home, this is not always possible, and is resulting in significant pressures on our limited resources. This week is particularly challenging, so unless it is urgent we will be unable to book you in.

In the meantime, if you have a smartphone, don't forget you can use LIVI. Some areas in Cornwall charge for this service, however for our patients this is FREE and provides you with the opportunity to virtually see a GP in the comfort of your home, with evening and weekend appointments available too. 20% of our patients are already registered for LIVI, so to find out more **click here**.

Don't forget local pharmacies are available for over-the-counter medications for minor illnesses. Visit NHS 'How your Pharmacy Can Help', for details.

### **New Telephone Message**

We are taking the opportunity to update our call recordings. This should go live during the next couple of weeks, so please be careful to listen to the new message, as some options have changed.

### **Surgery Refurbishments**

After an ongoing programme of improvements at our Looe Surgery, the reception area will soon be having a makeover. A reception desk will be located in the foyer, so that we can easily check patients in and direct them to either the upstairs or downstairs waiting rooms. This is the final stage of our improvement works, with the reception overhaul funded through monies received from an NHS grant and ACHE, which we are very grateful for. In the meantime, we apologise for any inconvenience and thank you for your continued patience.

### **Partners**

**Old Bridge Surgery**

