



30 May 2022

Dear all,

**Reminder: We will be closed during the Queen's Jubilee long weekend**

We will be closed Thursday 2<sup>nd</sup> and Friday 3<sup>rd</sup> June, and will re-open on Monday 6<sup>th</sup> June. If you need medical advice during this period, please visit our website or NHS 111. To speak with a GP, please use the LIVI app, where you'll get to speak to a GP from the comfort of your own home.

Of course, in medical 'life threatening' emergencies, please continue to call 999. Alternatively call 111 when the surgery and LIVI are closed and our local pharmacies are also there to support too.

**Masks**

For those that have attended the surgery recently, you will have noticed that all surgery staff are wearing masks. This is to protect our patients and others. To help protect our staff and others, unless medically exempt, please can we remind all patients to wear a mask too. This is really important, especially as Covid has not gone away and keeping our staff protected ensures that we are able to run our services.

**Appointment Pressures**

As tourists begin to descend, we are reminded of the increased demand we have for appointments, similar to the demand on other surgeries when our patients visit other parts of the country. To help with managing the additional pressures, please can we kindly remind patients to cancel appointments that they are unable to attend, so that we can offer the appointment to others.

Tourists should always be encouraged to request repeat medications via their own surgeries first, or request an online appointment if their surgery operates something similar to LIVI. However if they need an appointment with a GP, or require medical treatment via a nurse or a healthcare assistant, they should contact our surgery so that we can register them as a temporary resident. In periods of excessive demand, we can also temporarily register tourists for LIVI, so that they can potentially speak to a online GP if needed. Local pharmacies are always available to support too.

Take care and enjoy your Jubilee celebrations.

GP Partners  
Old Bridge Surgery