

Dear Patients,

As we are all aware, the current Coronavirus pandemic has presented huge challenges over the last few months. Nobody has been immune from the disruption, uncertainty and at times, distress.

The practice team are normal people and we share the same fears and anxieties as all of you. While the number of deaths from the virus is falling, Coronavirus remains a very real threat to everyone and the practice cannot simply return to “normal”. To let our guard down now would risk the safety not only of staff but of other patients and this is not something we are prepared to do.

Face masks of the sort worn by our staff are worn predominantly to protect the patients they are treating. If a patient comes in who is suffering from Coronavirus (and they may not be aware of this themselves) then our team are only protected by either social distancing from the patient or if the patient wears a face covering or mask. It is not normally possible to socially distance if you are attending for a medical appointment. These are the risks our team face on a daily basis. Their professionalism and commitment to you, our patients, means they shoulder this risk every day.

We are therefore asking ALL patients to wear a face covering when attending the practice for ANY reason. Unfortunately, we cannot supply masks – the supplies of PPE are unreliable and we must preserve stocks of clinical masks for our staff so that we can protect you, our patients. We do not expect you to wear a clinical or fluid resistant mask but a homemade face mask or scarf, even a bandana over your mouth and nose would be adequate.

We at present need to keep our front doors locked to walk ins; this is due to the risk of too many patients in the waiting area at any one time. The ONLY reasons for coming to the practice at this time are to attend a booked appointment, to pick something up from us where it cannot be emailed to you / sent via SMS or to drop off a sample. Prescription requests, letters etc MUST be put in the box within the foyer at Wadhurst and through the door at Ticehurst. You should contact us by phone for anything else, including booking an appointment. We are working hard to start opening more online appointments these will be telephone consultations only at this time.

When attending an appointment, please wait outside the Practice at the door next to the wine shop in Wadhurst and outside the main door at Ticehurst until you are called in, if a clinician is running late you will be advised at the door. This is safer for patients and safer for staff. You can wait in your car if you prefer, just let us know where you will be.

Please understand that if our practice team become unwell we will not be able to treat patients – we are asking our patients to help us so that we can continue to help you.

We know many patients are anxious about the months ahead, managing existing and new health conditions and flu vaccinations. We are working to find new ways of working to ensure the safety of our patients, their carers and our staff whilst ensuring you receive the care you need.

A huge amount of work and planning is going on behind the scenes to restart services and to keep you safe – please be patient with us. If you have urgent concerns, please contact us, by phone, for advice. The best source of up to date information is on our website www.wadhurstmedicalgroup.co.uk on the Coronavirus link at the bottom of the home page.

Thank you for your understanding and continuing kindness.

Wadhurst Medical Group