

Dear Patients,

As part of a drive for improvement, we are posting weekly updates to our Facebook page and website, keeping you all updated with what we have been working on. Below is our update for this week:

Staff changes

Since our last update, we have successfully recruited five new members of staff who will be joining the reception team in the coming weeks. This will help us to deal with more patients both in person and on the phones. We have also said goodbye to our receptionist Barbara who has retired after a staggering 27 years of service! Barbara's commitment to the surgery has been amazing over the years and we will all miss her.

Coronavirus

This week NHS England has published some guidance regarding the coronavirus epidemic which originated in China. The guidance generally asks that:

1. All travellers who develop relevant symptoms, however mild, within 14 days of returning from mainland China, should self-isolate at home immediately and call NHS 111.
2. All travellers from Wuhan and Hubei Province should self-isolate for 14 days, even if they do not have symptoms, due to the increased risk from that area.

If you have concerns that you may have been exposed to or become infected with the novel coronavirus, please phone NHS111 and **DON'T** go to the hospital Accident & Emergency Department unless you are seriously ill.

Online access

As our patients will be aware, our phones continue to receive thousands of calls a week. We would encourage patients who have not yet done so, to register for our online access services such as SystmOnline and DoctorLink. To find out more, go to <https://www.lakesidestneots.co.uk/appointments-index>.

Yours sincerely,
Lakeside @ St Neots Partners

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