

Cumberland House Surgery patient notice 14.5.2021

You may have read in the press over the last few days how General Practice is expected to return to 'normal'

We wish to reassure all of our patients that we have worked tirelessly during the last 14 months to provide the best care we can to our patients, whilst ensuring the safety of our staff and the general public.

As many of you will have experienced yourselves we have never stopped seeing patients face to face. Each telephone call or written clinical communication that you send us is triaged by a clinician and a face to face consultation is offered if required.

You may also be aware from your experiences trying to get an appointment, whether as a remote consultation or face to face, that the number of requests for appointments we are now dealing with each day is higher than ever. It is vital we continue to strike the right balance between patient care and patient preference.

COVID is still ever present, and Sefton is currently dealing with an increase in cases of the Indian variant. So far Southport & Formby have been extremely successful with our COVID vaccine programme. Although the vaccine does offer very good protection, it still does mean you can still contract COVID and pass it on to others. During the normal working week, prior to COVID pandemic, hundreds of patients attend the surgery. Therefore despite the relaxation of restriction we have to continue to work safely and avoid being sources of infection within our waiting rooms and outbreaks within the practice. Such an outbreak would hugely impact our ability to provide ongoing medical care, so it is vital that our patients continue to work with us in preventing the spread of COVID.

Thank you for your continued co-operation