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OFFICIAL SURGERY UPDATE 4th May, 2021.

Dear Patients,

Firstly, thank you again for your patience and understanding whilst we've been working for so long in such changeable and challenging circumstances.

As Covid restrictions are eased, we plan to return to something closer to our more usual way of working, whilst still maintaining vital infection control measures.

From May 20th, 2021, the surgery will return to its pre-Covid accessibility:

- Doctor and nurse **open access surgery 9-11am and 3.30-5.30pm** Monday to Friday (apart from Wednesday afternoons when there is no surgery).
- All medical concerns or enquiries can be dealt with during the above times. Simply arrive anytime within those time frames and you will be seen.
- **No medical issues will be dealt with over the telephone.**
- Phlebotomy (taking of blood samples) and chronic disease clinics (on Wednesday afternoons) to be accessible by appointment only.

Please respect the following:

- **If you develop symptoms of Covid-19, please follow Welsh Assembly Government guidelines concerning isolation and testing for you and your household contacts. Do not attend the surgery.**
- Appropriate social distancing outside and inside the building at all times. The practice operates a one-way system which is clearly indicated by arrows on the floor of the building.
- Facemasks or coverings must be worn at all times and hand sanitiser must be used on entering the building.
- All patients must report to reception on arrival and will be directed to waiting areas. If they are full, patients will be required to wait in the car until called.

We hope that the easing back to normal service is a cause for optimism, but we ask for your continued patience as we try to combine more face to face consultations with the time-consuming process of cleaning surfaces and changing PPE.

All the Doctors, Nurses, Allied Staff and Administration Staff at Meddygfa Tywi.