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18 August 2020

Dear Patient

We write to inform you of our decision to close the Walkern Branch surgery effective immediately. This is not a decision we have taken lightly, we have been a presence in the village for many years and we would like to stress we are committed in continuing to deliver the high standard of care to the Walkern and surround village community as we move forward.

Our decision has been prompted by the COVID-19 pandemic, and the unsuitability of the surgery building to enable social distancing and triage to prevent a possible transmission of the illness to patients and clinicians. As you know, we had to close the branch in March as the virus escalated. We do hope you understand that we must take these considerations extremely seriously, and we have had to make extraordinarily speedy changes to the service we offer over the last few months. The unfortunate reality is, we are adapting to a 'new normal', and we will not be able to resume the service safely.

We do understand you will be disappointed that we are unable to resume the Walkern service, we remain dedicated to continue caring for our village patients. We will of course maintain our dispensing service to our rural patients, and provide a full service - by telephone triage and face-to-face consultations when required - at the main surgery as we have done since March.

We are able to advise you of some more positive news, we have been in discussions with Manor House Surgery, at Emperors Gate with a view to taking over following the retirement of their Senior GP. We are pleased to inform you this is on track to be completed by 1st October 2020, with our patient population lists merging after.

If you have any queries regarding this letter, please do not hesitate to get in touch.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Amy Elliott', written over a light-colored rectangular background.

Amy Elliott
Practice Manager