

Dear Beacon Health Group patients who attend Mountbatten House Surgery,

As part of the local NHS response to the global COVID-19 (novel coronavirus) outbreak, a specialist clinic for people with respiratory problems that might be linked to the virus is needed in mid Essex. This will allow potentially infected people to be seen, diagnosed and treated away from others.

To support this, The Beacon Health Group has offered our Mountbatten House premises in Montgomery Road, Springfield, for the clinic. **This change began on Wednesday 25th March.**

This means we must unfortunately ask people who need to be seen face-to-face to travel to one of our other centres, mostly Danbury Medical Centre. Many living around Mountbatten House Surgery already do this for routine care.

Here are the answers to a few questions you may have.

**Will I still be able to see my regular doctor or nurse?**

Providing they are working, you may still do, but due to anti-coronavirus measures **nobody will be seen without a telephone consultation first.** Face-to-face appointments are still available if a clinician decides it is absolutely necessary – a rule that currently applies to everyone at all Beacon Health Group sites.

**How do I give you my repeat prescription request?**

There is a dedicated box outside the entrance to Mountbatten House where you can leave repeat prescriptions. We will be checking and emptying it daily. Please note, if you have a smartphone or tablet and the NHS App, it is simplest to request your repeat prescription that way.

**How will people without a car get to Danbury?**

The local NHS is looking at ways to support people who might have difficulty travelling to Danbury. You can call us on 01245 221777 to discuss your situation and for more information.

**Why did the new clinic have to be at Mountbatten House?**

The building is in a central location for mid Essex, near a major road and an ambulance station. We agreed to provide one of our premises as we know most patients can attend one of our other sites. Few other GP practices locally can offer that, and the respiratory clinic is needed too soon for there to be time to find and equip brand new clinical space.

We do apologise for any inconvenience this causes and the short notice of this announcement, but events are moving very fast. As we hope you can appreciate, we want to do our part to help slow the spread of coronavirus. Thank you for your understanding at this very difficult time for everyone.

Kind regards,

Dr McAllister, Dr Plate, Dr Strickland and Dr Dollery

