

Dear Patients, Parents/Caregivers and whanau,

Firstly, we would like to thank all our Patients who have contacted us while we have been at Alert Level 3. We understand and appreciate that our "normal" way of practicing has changed, and we feel so humbled that all of our Patients have cooperated with these changes without complaint.

At Level Two we have had to adapt a new way of "normal" regarding how we practice and keep everyone who enters the Practice as safe as possible while still providing our high level of Patient care.

Please note:

- Do not attend if you or your family have a close contact with Covid or if you or any of your family have any flu-like symptoms, shortness of breath, runny nose or any other symptoms that we now know maybe a sign that you have Covid-19.
- Please call when you arrive and stay in your vehicle until we are ready for you to come in for your appointment as we are limited to 5 people in reception at any time.
- We ask that ONLY the Patient come into the practice. (If aged under 10 or a new Patient then a parent/caregiver may accompany the Patient.).
- Wear a mask if you wish to.
- We continue to maintain high levels of cross infection, enhanced PPE and social distancing measures within the practice.

Our team have worked very hard to ensure appointments are rebooked. To assist with the volume of calls, please do not call the practice unless you have an emergency or you are making a new appointment enquiry for the first time.

We have extended our Clinic hours for at least the next four weeks to assist in seeing everyone again as soon as we can.

Thank you so much for your understanding and patience during this challenging time.

Stay safe and healthy and we will see you soon!

Kind regards

Dr Smith and The Team