

IMPORTANT PATIENT NOTICE – (COVID-19) **UPDATE 2 – 21/12/2020**

Welsh Government on the 19th December announced a [National Lockdown and placed Wales into Tier 4](#). This is due to a new strain of the virus which is more infectious and is spreading more quickly than the original one across Wales. The surgery is working closely with Cardiff & Vale Health Board to refocus and prioritise services. This means all routine services have been temporarily paused.

Closely monitoring our data we have unfortunately seen a significant increase in our patient population with positive COVID results, with the figures increasing on a daily basis comparable with national/local data. Therefore, we would ask that you **only contact the practice if you have an Urgent Problem** and as we enter one of the busiest periods ever for the NHS, another reminder to [Choose NHS services wisely](#) and consider the following:

- [Self-Care/Self Help](#)
- [111 Wales Symptom Checker](#)
 - If you have [COVID symptoms](#) arrange a test by calling 119, or [online](#)
- Pharmacy for minor ailments
- GP for urgent health concerns only
- [CAV24/7](#) for injuries and urgent problems that require A&E
- 999 for life threatening emergencies only

It has been particularly challenging for the surgery and we have seen a significant increase in demand for our services at a time when we have had some of our workforce absent from work due to isolation rules. This will continue into the New Year.

This is not the Christmas anybody wanted, but we all need to be following the rules and ensure that we control the spread of the virus by wearing a mask, hand washing regularly and maintaining social distancing.

We would like to thank all our patients for their continued understanding and support during these unprecedented times.

Thank you

The GP Partners of West Quay Medical Centre