

Media release

GP practices release film to reassure patients that services are open and running safely

10 December 2020

Three GP practices in Surrey have collaborated to produce a [short film](#) that features a host of Surrey winter heroes delivering messages of reassurance. Keeping patients safe is central to everything they do, and although all their services are open, Fairlands GP Partner Dr Emma Watts reminds patients that practices now “need to work differently to do this”.

Fairlands Practice Manager Isata Green has never appeared in a public information film before, but you wouldn't guess it. Isata is a natural, she thanks patients for the patience they continue to show, echoing the sentiments of healthcare staff in GP surgeries across Surrey. Her colleague GP Dr Marty McKendry takes the time to apologise that health care services have been disrupted during the COVID-19 pandemic.

The team at Shere Surgery and Dispensary have recorded a message to remind patients that they are being listened to. GP Dr Douglas Wardrop describes how they are “working with patients to understand their needs and prioritise what healthcare staff do”.

Health and immunisation services are available and anyone who has a routine appointment is encouraged to keep it. If anyone has a cancer concern, a medical symptom or a maternity concern, NHS advice is to contact your GP surgery.

Final words come from Pharmacist Quresh Shamsuddin and Healthcare Assistant Angela Gill, both from The Wall Surgery, thanking patients for their kindness and what they are doing to help.

Dr Charlotte Caniff, Clinical Chair, Surrey Heartlands CCG and local GP said:

“It's critical that the NHS is able to continue to offer non-Covid services; since the first wave we have worked hard to restore services and to make our hospitals, GP practices and other premises safe, with stringent social distancing and infection control measures in place.

We've learnt a lot and have adapted our services to make them as safe as possible – for example offering more virtual services where we can (which many people are also finding much more convenient).

By reducing the spread of this infection we can help preserve these vital services and make sure our hospitals and other services aren't overrun.

Finally I want to remind people - the NHS IS still here for you. Our services are open and are running safely. So if you think you need medical care, if you are worried about something – for example if you find a lump or have other worrying symptoms – please seek help”.

ENDS

For more information please contact the Press Office on 07825 946551.

About Surrey Heartlands CCG

Surrey Heartlands CCG is the merged Clinical Commissioning Group which formed in April 2020 combining East Surrey, Guildford and Waverley, North West Surrey and Surrey Downs Clinical Commissioning Groups. The CCG is part of the [Surrey Heartlands Health and Care Partnership](#), which covers a population of over one million people.