Dear Registered Manager

I am the CQC relationship owner for your practice and wanted to make contact with you during this difficult and stressful time; mainly so that you have my contact details and direct channel of communication should you need any advice or guidance regarding regulatory compliance during this period.

We understand that you will be working under enormous pressure and coping with massive demand at the minute but please do not hesitate in contacting me if you require any advice or to notify me of any Covid-19 related issues.

If you need to close any surgery for a period of 24 hours or less (for example for a deep clean) please notify me but you do not need to submit a statutory notification. If you close for longer (for example due to staffing issues) you will need to submit a statutory notification although we appreciate this may not be a priority for you at the minute. For ease the link to do so is as follows:

<https://www.cqc.org.uk/guidance-providers/notifications/events-stop-service-running-safely-properly-notification-form>

**Karen Giles**

Inspector

Care Quality Commission

Primary Medical Services and Integrated Care

Northern Division

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[](https://www.nhs.uk/conditions/coronavirus-covid-19/)