



LONDON
MEDICAL CONCIERGE

18th June 2020

A Letter from Our CEO

Dear Members and Patients,

I hope this letter finds you well.

We have all experienced a difficult and trying time over the last few months and, here at LMC, we have strived to support our members through this. Our access to home visits, home testing and remote consultations has proved invaluable to many.

Despite this, we know that many of you will have decided to wait until the world returns to some kind of normality before accessing healthcare again. We know that many important tests and investigations have been unable to take place due to the restrictions on our daily lives.

We are delighted to announce that as of this week all private hospitals within London have reopened and are able to provide care to their patients. Our wonderful Harley Street dentist has also now reopened alongside government guidelines. We continue to have excellent relationships with our clinicians and hospitals to ensure our members are seen in an expedited fashion.

As excited as we all are to return to normality, we recognise that the threat of Covid-19 has not disappeared entirely and there remains some anxiety about the future. As a result of this, hospitals have implemented enhanced safety precautions that include, compulsory temperature testing, a ban on visitors or chaperones, 2 metre distances in waiting rooms and frequent deep cleaning.

We continue to offer our range of home and remote services, including vitamin infusions, blood tests, Covid-19 antigen + antibody testing, doctor visits and electronic consultations.

Last week I attended a routine screening which had been due for early March. Hospitals felt no different and everyone was their happy, attentive, and professional selves. I'm so pleased I put myself and my health first and attended at the first opportunity. I wanted to use this letter to urge you not to delay any concerns or queries. Protecting our health has never been more important and we are here to support you every step of the way.

Sending very best wishes to you and your families,

Kirsty