



Hello

I hope you and your family are keeping well and safe. Nobody knows what the next few months will bring but I wanted to make contact to update you on what we at Norville Opticians are doing to ensure we can continue to take care of our patients.

The first thing I should stress is that we are here to ensure you get the services and products you need but we obviously have to balance the need to protect our staff with our common wish to ensure all our patients are looked after. For this reason we are moving with immediate effect to offering only telephone consultations with our optometrists. These appointments can be arranged through our on-line booking via our web-site, [norville-opticians.co.uk](http://norville-opticians.co.uk) or by calling your usual practice.

**Please note** it may be that not all of our practices will be open but it is our intention to keep some locations operating, including our Gloucester practice, phone 01452 522033 or e-mail [gloucester@norville-opticians.co.uk](mailto:gloucester@norville-opticians.co.uk). We can access all records securely from any branch so we will always be able to provide appropriate advice.

If you have broken or lost your spectacles or if you need further supplies of contact lenses or solutions there are protocols to allow us to supply products using telephone consultations so please call or e-mail to make arrangements. Please be aware that to minimise any risk, we only have a skeleton staff working each day and so your emails and phone calls will not be dealt with as quickly as you'd normally expect.

**For everyone's protection, please do not come to the practice without a pre-arranged appointment as our staff will not be able to assist you.**

These are worrying times for us all, but I speak for the whole Norville Opticians team when I say that we will be working hard through this period to ensure we provide the best care and service that's possible within the rules we now have to follow. By taking these steps now, I am hopeful that whatever the future brings we will be able to continue to provide the high standard of service you have always received and we look forward to welcoming you back into the practices in better times.

Keep well and stay safe

*Adrian Street*

Adrian Street  
Norville Opticians