

Dear Patients,

The past winter has particularly challenging for the NHS and within our practice this has definitely been felt. GP practices are under pressure and this has resulted in the closure of a local practice. A significant number of those patients have now joined our practice.

This has had an impact in the availability in appointments for us, which we have tried to combat with additional sessions by our own GPs and Locum GPs (most of whom we know and trust). We have now appointed 2 new lovely Doctors, Dr Vijay and Dr Dunbar and we welcome them to our team. Please be patient and nice to them as we know you will be, whilst they settle in.

We have been reviewing our appointments system with our Patient Participation Group and have hopefully come up with a workable solution which should mean more appointments available on the day and in advance for when you and your family may need them.

We are also working to increase the number of receptionists answering the phones as the calls coming through has increased significantly, on average we receive 400 phone calls just on a Monday alone, also we will also be expanding our online booking facility.

We will send a follow up text message to give more details on how we will be changing our appointment system.

Thank You

Dr Juliette Ross & Dr Sachin Patel