

ARE YOU HAVING DIFFICULTY BOOKING AN APPOINTMENT?

To all our patients

You may well have heard by now that Dr Hacking is unwell and is unlikely to return to the practice for some time. We are sure that you will join us in sending very best wishes to him as he recovers.

We thought we would let you know what is happening now.

As you can imagine, a GP of Dr Hacking's experience has left a huge gap in our workforce. Dr Winter and Dr Gould Brown are working very long hours in an effort to keep up with the workload and we are using locum GPs as often as we can to provide some extra capacity.

The real solution to this is to be able to recruit a new GP to the practice and may we assure you that we are making every effort to do this. This is not, however, proving easy given the pressures on the NHS as a whole and the well known national shortage of GPs.

Given that we have this significant gap, we are very sorry to say that the service we are able to offer is having to be reduced from our normal level of service. For years we have prided ourselves on being accessible to you as our patients and we take no pleasure in not being so available to you now.

As we ease out of the pandemic, as with other surgeries, we are experiencing an exceptionally high demand for patient appointments. The number of appointments we can safely offer each day is dependent on the number of GPs we have working for the surgery on that particular day. Please be patient with our reception team who are doing their best to accommodate your requests within this limited service during this difficult time.

Once we have recruited a new GP, this situation will improve but in the meantime please bear with us.

We will update you with any developments as soon as they happen.

Thank you for your patience.

Dr Roger Winter, Dr Hannah Gould Brown, Ros Clayton (Practice Manager).

25 May 2021