

# WYMONDHAM MEDICAL PARTNERSHIP NEWSLETTER



Postmill Close  
Wymondham  
Norfolk NR18 0RF

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Enquiries : 01953 602220

Prescriptions: 01953 605560

## Communication to patients

Many of you will have read about the problems with GP recruitment due to retirements and a lack of new GPs entering the system. You will also be aware that the Government is moving towards a seven day model for General Practice.

Several of our senior partners will be retiring or reducing their commitment over the next four years, starting during 2016-17 and Dr Lowndes-Burt has recently left the practice.

This letter is to help you understand how this situation may affect the surgery and what our plans are to keep the high quality of service that we offer.

You may be aware that we have an expanding nurse practitioner (prescribing nurses) team and one way of addressing the GP shortage will be an increased use of our nurses as the first point of call for our patients. We will also be looking to use other health professional, as part of our team, when appropriate. We will ensure that any changes are made safely and with full supervision when required. We do appreciate your help in responding to the questions asked by our receptionists to help us direct you to the right clinician for your specific needs on the day.

We realise that getting a timely appointment with your own GP is often difficult and we know that sometimes seeing another GP isn't your first preference. We would like to reassure you that we will always offer a safe, caring and effective service to our patients and will continue to offer a same day service for urgent cases.

We are asking for your support with any changes that are required and would very much value your feedback and suggestions with regard to this so we can continue to offer you a high quality service. To receive and use this feedback in the most constructive way we plan to work with the Patient Participation Group to create a survey on this topic. In the meantime you can complete a feedback form on our website (under Contact details) or pick one up in reception.

Thank you for your interest and understanding.

Partners and Practice Manager