

Dear Patients

URGENT MESSAGE FROM CROSSLEY STREET SURGERY – HELP US TO HELP YOU

The TV and Press have recently been full of news about the pressures being experienced by GP Practices. The causes of these pressures are usually identified as:

- Insufficient Doctors being trained whilst more than 50% of those who are training are female (who prefer to work part time due to family commitments/maternity leave)
- An ageing population with increased and more complicated medical conditions
- Existing GPs retiring early due to pressure and stress

The Patient Participation Group (**PPG**) at Crossley Street Surgery met recently and discussed how the problems were affecting our own Surgery. An analysis for the last two years shows how some of the work pressures have substantially increased at Crossley Street:

- Home visits have increased by 50%
- GP appointments at Surgery have increased by 7%
- Blood test requests, associated results, telephone calls and correspondence have increased by 7%
- The on call GP is frequently having 80 or more patient contacts each “on call” day

The Practice is now also undertaking much of the work which has previously been undertaken at Hospital, with no extra funding. Indeed, five years ago, 90% of work done in the NHS was in General Practices for 9% of budget. That has now reduced to 7.2% of Budget.

We all share the concern of the Practice, which has always strived to provide excellent care for all patients. No one wants to see that change, but with all of the aforementioned problems, it is proving difficult for the Practice to cope. As an example, the new and well received Memory Support Clinic, which had special funding when being set up, has now been defunded by the NHS. The

Practice will, however, endeavour to maintain this much needed service. This serves as a typical example of the pressures being faced.

With the increasing number of requests for appointments and the recruitment problems being experienced, all areas of the Practice are currently under review. This could affect every patient and could affect the ability to maintain current standards of care and safety for everyone. It is clear that if Patients want to continue to receive the excellent service that is currently available, they will have to help the Surgery. Cuts to clinics, or the restriction of patients to “single issue” appointments (as now happens in many surgeries), are not measures our committed Doctors and Staff wanted to take. Nevertheless our Practice is under extreme strain and your help is vital if we are to retain the excellent service we have now.

These are ways you can help:

- Many minor ailments can be treated with advice from local Pharmacies (coughs, colds, head lice etc.) and a GP appointment may not be necessary
- Only request a home visit or make an urgent appointment if it is really necessary
- Never miss an appointment (it could have been used by another more urgent case)
- Be realistic about requests and expectations from GPs and Practice Staff
- Please be understanding of timescales related to sick notes, medication requests, referrals etc.

We agreed at the recent PPG and Practice meeting, that all patients should be made aware of the ongoing problems facing Crossley Street. Patients should be reassured that the Doctors and Staff will continue to strive to provide an excellent service to all of our 11,500 patients.

The Doctors and Staff of Crossley Street

Crossley Street Patient Participation Group