



DR GUILDFORD & PARTNERS

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Dear Prescott Surgery patient,

We are writing to inform you of some difficulties the practice is going through at the moment.

Unfortunately for several months we have faced unprecedented problems with recruitment of staff to fill various vacancies that have arisen. This has been further compounded by sickness amongst our remaining staff.

This has led, in particular, to exceptional shortages in our, nursing team, admin team and dispensary team. We are aware this has led to numerous problems for patients, including long delays waiting for the phone to be answered, long delays in medications being dispensed, long delays with nursing appointments and long waiting times in the surgery to collect dispensed medications.

An additional factor is that unfortunately our practice manager has been unwell, leading to a period of absence, and ultimately to the decision that she will be leaving the practice in September. We are very grateful for her contribution whilst she has been with us, and wish her all the best for her future.

We are so lucky to have an incredible team still working extremely hard for long hours and at weekends, to keep things running as smoothly as possible for you. Despite this we are very sorry that we are currently not able to offer the excellent service you would rightly expect.

We want to reassure you that we are doing everything we can, as quickly as possible, to resolve the current problems. We have successfully recruited Leanne, a new Health Care Assistant, recruitment to the admin team and the dispensary team are an urgent priority for us, and we are interviewing for both of these vacancies again soon. We are also pleased to have received numerous applications for the new practice manager vacancy.

Thankfully we have a fantastic team of doctors who are at full complement. Therefore the core medical service we offer has not been affected by these difficulties, and patients still have access to same day appointments for urgent problems.

Regarding the difficulties in the dispensary, many may not be aware that the dispensary provides the practice with extra funding which we are able to use to subsidise the medical services we offer. Therefore we hope patients will continue to use the dispensary during and beyond these temporary difficulties.

Finally, we politely ask that you bear with us at this difficult time. Please treat our staff with kindness and consideration; they are all going above and beyond to try to help you. Thank you so much to those of you who have passed on messages of support and encouragement, which means a great deal to us all as we strive to rectify these problems, and return to providing an excellent service.

Yours sincerely,

Dr Guildford, Dr Stone, Dr Booth
The Partners, Prescott Surgery