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V.A.T Registration Number: 879 0818 73

Monday 18<sup>th</sup> November 2024

Dear Chet Valley Patient,

As you will appreciate, it has been another challenging year for everyone. We appreciate the very positive feedback from our patients showing that our dedicated staff are appreciated. Our Friends and Family test consistently shows us sitting at 98% of patients rating us as good.

We have seen several staff changes including Dr McConnell and Dr Draeger moving onto pastures new and the introduction of a wider multi-disciplinary team.

We have been lucky with our recruitment and now have a team of experienced advanced nurse practitioners, clinical pharmacist, mental health nurse, physiotherapist and paramedic supporting the Doctors.

Dr Lyth joins us as a salaried GP in April. We have been lucky in securing Dr Ajibade for locum cover in the meantime.

I would like to remind you of the winter pressures plan which was introduced originally at the end of 2022.

Winter pressures plan:

- Our reception team have completed additional training and are now able to signpost you to the most appropriate clinician, to do this, they will in the strictest confidence need to know the nature of your issue and we ask for your co-operation with this.
- You may be signposted to the pharmacy first service who can treat and prescribe for the following conditions:

<b>Clinical pathway</b>	<b>Age range</b>
Acute otitis media* (Earache)	1-17 years
Impetigo (Skin infection)	1 year and over
Infected insect bites	1 year and over
Shingles	18 years and over
Sinusitis	12 years and over
Sore throat	5 years and over
Uncomplicated urinary tract infection	Women 16-64 years

- Referral to I I I or the walk-in centre in Norwich – there may be occasions when the surgery has reached capacity for that day (black alert), and you will therefore be asked to attend the walk-in centre in Norwich if you feel you need to be seen. The walk-in centre is open from 7am to 9pm, seven days a week.
- We will be offering 'Book on the day' only on a Monday or the day after a bank holiday as these are the busiest days in the Practice.

The Practice would like to offer reassurance that clinically high-risk patients will always be offered a triage call with the duty team.

Chet Valley Medical Practice with most other surgeries across the country are participating in a national programme of collective action organised by the British Medical Association (BMA) to try and secure better primary care support from the government to help us to help you. It is important to stress that this is collective action and not a strike. No services will be withdrawn.

The BMA has urged us to review safe levels of GP consulting and because of this, along with most practices in England, we have implemented the BMA safe working in general practice guidance which advises that doctors should be seeing a maximum of 25 patients per day. Our doctors regularly work a 12-hour day by the time they have completed their appointments and all the administration work which goes on behind the scenes. We need to highlight the underfunding in order to protect you, our patients and our staff.

As we have already said clinically high-risk patients will still be offered a triage call with the duty team.

We honestly believe that nobody should struggle to see their family doctor. If we can secure a bigger proportion of the NHS funding as was the case many years ago, we can recruit and train additional staff which will result in a better service for you. The service that you deserve, and we want to provide - GPs are on your side.

Please continue to support the practice during this challenging time and if you would like to become more involved, please consider joining our patient participation group (PPG). Details are on our website.

Yours faithfully



Claire Warman  
Practice Business Manager  
On behalf of the Partners of Chet Valley Medical Practice