

PARTNERSHIP

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Nov 2021 - IMPORTANT INFORMATION REGARDING SERVICES AT MARYSVILLE

Dear Patients

We are writing to update you on the current changes at Marysville.

Dr Marta Jackowiak and Dr Catherine Goodwin are no longer working at the practice leaving just Dr Hine and Dr Visick responsible for day to day running of the surgery. We are relying on locum GPs and ANPs (Advanced Nurse Practitioners) to help us whilst we attempt to recruit GPs, but there is a national shortage of GPs looking to work in general practice, and also a shortage of locum availability across Shropshire. We are very fortunate that we have managed to secure some really good locums over the next few months. It is likely that if you need a routine appointment you will be seen by a locum GP because Dr Visick and Dr Hine will be fulfilling the "duty doctor" role every day. As well as dealing with urgent on the day queries and appointments they will also be doing all the prescriptions and queries that four GPs would usually struggle to do.

To help us meet urgent demand on the day we are fortunate to have recruited an Urgent Care Practitioner who can deal with minor illness, prescribe and refer, and in December we have a new Nurse Practitioner also joining us. We have also managed to recruit a new nurse, and some new receptionists; please be patient with us whilst we train them up and understand they may not know everything yet when you ring in.

We are seeing on average around 65% of patients face to face; this is a high proportion. Some patients still request and prefer to have a telephone call appointment to save them coming down to the surgery. The GPs are currently assessing every request for urgent appointments. Our doors have remained open throughout the pandemic. If you see that the waiting room is empty it doesn't mean we are not fully booked and very busy. We have had to find ways to operate without a full waiting room. Over a 6-month period this year our calls had increased by 87% - we have never known demand like this.

Please do not believe everything you read in the media; we have found the media coverage nationally and locally to be incredibly damaging, misleading and disappointing recently. It is thought that this is one of the factors leading to many GPs leaving the profession.

Thank you so much to those of you who have sent such kind and supportive messages either directly to the surgery or by leaving reviews online. We can't tell you how much we love to hear and receive these. It gives the whole team a much needed boost!

With all our best wishes
The Marysville Team

The British Medical Association is supporting General Practice and for more information you can follow this link:

<https://www.bma.org.uk/advice-and-support/covid-19/gp-practices/support-your-surgery>