

Whiteacres Medical Practice

A message to our patients

Vaccination programme and reinstatement of services

Dear patients

We wanted to share with you our aspirations for how we see our practice changing as we begin to emerge from the COVID pandemic. We are extremely grateful for the patience that the vast majority of you have shown us as we have constantly redesigned our service over the last year. We appreciate that the access to us as your healthcare team has not been what many of you would have liked but wish to assure you that we have worked, and continue to work harder than we ever have before in new and novel ways. We are continuing to deliver the biggest vaccination programme in history which as an unfortunate consequence, absorbs a lot of our administrative and clinical time for everything else.

We wish to reassure you that we are working on how we can gradually introduce a more varied appointment system as soon as it is safe and possible to do so; as a practice we wish to maintain our excellent access and avoid unnecessary barriers to you consulting with us when you need us. As a first step, we have reintroduced the ability to book telephone consultations using the Patient Access app; appointments become available every morning at 08:30 AM for the same day. If the clinician you speak to feels that you need to be seen, they will arrange for you to be seen directly. This continues to be in line with local and national guidance from the NHS.

We ask that you please remain patient with us and our team as we do our very best to navigate this unprecedented time and deliver the vaccination programme alongside caring for all of our patients. We wish to remind you that we will not tolerate rudeness or abuse towards any of our team who are doing their absolute best in the most difficult of circumstances.

We thank you for your understanding and aim to keep you up to date with changes within the surgery as they develop.

With very best wishes

Drs Lavin, Findlay, Remedios, Thompson and Daniel