

# THE WYCLIFFE MEDICAL PRACTICE, LUTTERWORTH

Dr G S Johnson, Dr S Maity, Dr C E Kendall, Dr B Shapiro, Dr N E Rhodes  
Dr S Dey, Dr C Colquhoun, Dr J Bodley-Scott

---

10/8/22

Dear Patient

We are pleased to announce that the practice has arranged to install a new telephone system to improve patient access to the surgery and this will be live by 1<sup>st</sup> October 2022.

We feel the new telephone system will offer significant benefits to patients including:

1. Patient call-back. This holds your place in the queue and allows you to be called back without losing your place in the queue or the need to continue on hold.
2. The system is fully integrated with our computer system so that whenever a patient speaks to any member of the team all information about the patient is readily to hand and records that patient has called the surgery. Our current system does not do this and so we have to open patient's computer notes separately.
3. Patients wishing to speak to specific teams within the practice will be directed to these teams without having to initially hold to speak to reception. Please note that we are unable to help with hospital queries, so please contact the patient advice and liaison service (PALS) for the relevant hospital.
4. In the future, we should be able allow patients to cancel or check on appointments without the need to speak to someone at the practice. This will not be live just yet.

Several other local practices have this system, and they report significant improvements in patients being able to contact the surgery. The system comes with a facility to record and store all phone interactions with practice staff.

In recent weeks, there has been a significant increase in verbal aggression shown from patients towards members of staff. Whilst we understand that the NHS at the moment is experiencing a number of challenges the frustrations felt by patients are being relayed to the staff and these challenges are usually beyond the staffs' control.

We would like to remind you all ***it is not acceptable for any of our staff to be verbally abused under any circumstances***. This is becoming an almost daily occurrence at present.

Once the system is installed, we will be able to listen to phone calls between patients and staff and if a patient's (or staff's) behaviour is deemed unacceptable, appropriate action will be taken in line with the NHS zero tolerance policy.

We are one of the few practices that still allows phone ordering of prescriptions. This is not seen as good practice because there is a greater risk of mistakes being made, therefore from the 23<sup>rd</sup> September 2022, we will no longer be accepting telephone ordering of prescriptions.

We would urge patients to get online access which will allow them to order prescriptions electronically as this is a safe and convenient way of doing so. Alternatively, prescription requests can be emailed to the practice at [wycliffe.prescriptions@nhs.net](mailto:wycliffe.prescriptions@nhs.net) and we will still accept written medication requests dropped in at the surgery using repeat prescription slips. Prescription requests can be made up to 14 days before the current repeat prescription runs out and will generally take up to 72 hrs to be ready.

# THE WYCLIFFE MEDICAL PRACTICE, LUTTERWORTH

Dr G S Johnson, Dr S Maity, Dr C E Kendall, Dr B Shapiro, Dr N E Rhodes  
Dr S Dey, Dr C Colquhoun, Dr J Bodley-Scott

---

Please bear this in mind when placing your request. We appreciate that there will be a small number of patients who will not be able to use these alternative methods and we will make sure that we have a system in place for these patients, which will be communicated in due course.

The last few months have been extremely difficult for the practice. We did not have a permanent practice manager for 3 months, but we are pleased to announce that Ms Sally White is now in this post. We have also had two salaried doctors leave—Dr Booth to go on maternity leave and Dr Mushtaq, who has moved to another practice.

We have had short term staff sickness due to covid (the NHS rules are that NHS staff must test twice weekly and not come into work for a week, which is different to the rules for the general population). In addition, one of the doctors has been and continues to be off sick long term.

We have attempted to engage temporary (locum) doctors to fill the gaps but demand out strips supply. It is difficult to find locum doctors and even harder to get good ones.

We have replaced Dr Mushtaq's appointments with an advanced nurse practitioner, Julie, who starts in early August and will be offering more appointments per week, this should help the appointment situation significantly. We have also found regular cover for Dr Booth starting in September and up to this point, we have secured regular locum cover. We are, as much as possible, trying to cover the gap left by the doctor who is off sick long term, but this is difficult.

Our first contact practitioner also offers a full assessment (including organisation of X-Rays or scans as needed) for muscle or joint problems. They do not however offer ongoing physiotherapy- this is still provided by referring yourself to the physiotherapy direct service.

We appreciate your support and patience whilst we provide as good a service as possible whilst being short-staffed.

On another note we expect to be offering covid boosters and flu vaccinations in early October, we just wanted to make you aware that this will be on offer through our usual weekend clinics, dates will be confirmed nearer the time.

As always we welcome your feedback and once we have our new systems in place we would like to hear your thoughts.

Thankyou

*Dr G S Johnson, Dr S Maity, Dr C E Kendall, Dr B Shapiro, Dr N E Rhodes, Dr S Dey, Dr C Colquhoun, Dr J Bodley-Scott, Ms S A White*