

There are fears for this coming winter. The NHS is under unprecedented pressure, many public sector employees are considering strike action, public finances are stretched and a cost-of-living crisis looms. In such circumstances it is crucial that we all support and look out for each other and here at the surgery we are aware that we have a part to play. It is essential that anyone struggling seeks help; our local Core Centre (based at the Working Men's Club) can assist with Universal Credit (plus PIP, Attendance Allowance, Blue Badge, Food Bank referrals, Financial Guidance and Energy Saving tips), also Family Law and Citizens Advice. They run a job club and can help with phone and IT skills if needed. Additionally, Gedling BC have a site with links to support around cost of living. <https://www.gedling.gov.uk/resident/community/supportingedling/>, we have our 2 social prescribers, Lanre and Angela who can support and advise across our local Primary Care Network. Please ask if you feel a referral to them might be helpful.

I apologise at this time of year if at times we can't get you booked in to be seen quite as quickly as you and we might like (or that we might have to ask you to ring back when we are less busy), but that is the reality of the pressure we face. We hate saying 'no' but recognise a need to manage workflow to avoid overload. Recently the government's Health Select Committee called for a return to 'personal lists' and advocated 'continuity of care' from GPs. They set a target of 80% of practices doing this by 2027 and 100% by 2030. Well, I am delighted to say that we have always embraced this philosophy here at Calverton. All our patients have a named GP. We additionally have a full complement of other members of our clinical team involved in patient care. Your named GP will be seeing letters, test results etc and ensuring they are shared with others as needed. The committee stated that '*continuity of care is essential to spot illness early, keep people healthy and out of hospital*' and I would agree. Where possible I would encourage follow up of a problem with the person you previously dealt with. Of course, there are challenges, that person may not be available and so flexibility to allow access is also part of our appointment system.

Finally at this time of year I would like to wish Seasons greetings to all and say thank you also for the many kind cards and gifts we receive at this time of year. Your thanks mean a lot to all of us.