

PATIENT NEWSLETTER

ST RICHARD'S ROAD SURGERY

IMPORTANT PATIENT INFORMATION

A BIG "THANK YOU"

Following a really difficult year for both patients and the practice, we would like to say a huge "Thank You" to everyone for their understanding. We have received many kind words of thanks, sweets and cakes, which have kept the staff going during these strange times.

We are all looking forward to a much quieter year than the last, although we are cautious and will be maintaining our current COVID procedures for some time, so please bear with us.

Remember "Hands, Face, Space" to keep yourself and everyone else safe.

Proposed change the opening hours for Golf Road Surgery

During the past year we have reflected a lot on the way we deliver services to our registered patients. The main change was the sudden shift from consulting face to face to using telephone and video. This has been welcomed by some and less so by others.

We realise that patients who would normally visit Golf Road Surgery have been asked to come up to St Richard's Road during the past year, as we split the two sites into HOT (COVID) and COLD (Non COVID) to keep patients and staff as safe as possible.

During this temporary change due to COVID, we found we were better able to manage the clinical workload and provide the necessary clinical supervision for our urgent care team and trainee doctors,

nurses and paramedics, which was an unexpected benefit of not opening Golf

Road from 08:00 – 18:00, Monday to Friday

We are therefore proposing that we reduce the opening times, to reflect the number of patients who regularly use Golf Road Surgery.

This change will mean:

- Golf Road patients continue to be able to access face to face services from the branch surgery, where clinically necessary.
- St Richard's Road patients will not routinely be asked to attend Golf Road Surgery, because the only face to face appointments available are at the branch surgery.
- All patients will continue to have access to additional and enhanced services via the main surgery as before
- The practice will be better able to manage the clinical workload and supervise trainees who are based at the main surgery premises.

In order to understand how patients access our services, we are undertaking an access survey, which will enable us to gather patient feedback before we make this change.

You can send us have your feedback via the following link:

<https://www.smartsurvey.co.uk/s/Z5RM16/>

If you do not have access to the internet, you can contact us and we will arrange for a survey to be available for collection from the surgery.

The results of this survey will be discussed with our Patient Participation Group, once the results are available.