

APPENDIX TWO: LETTER TO PATIENTS

Dear Patient

We are writing this letter in response to irresponsible false accusations that have been made and repeated in the media.

As soon as the coronavirus pandemic commenced all general practices rapidly changed their way of working. This enabled general practice to be one of the few parts of the NHS that continued to provide a service to all our patients when this was needed.

Practices have remained open for their patients throughout this crisis, but to protect both patients and our workforce, and following government guidance, we have used telephone and video consultations to reduce the need to attend the surgery. However, whenever it is clinically necessary to examine a patient or carry out a procedure your GP will arrange a face to face appointment for you. GPs and their teams have always, and will always, continue to provide this service.

In England during August alone practices provided over twenty million appointments to patients with ten million of these face-to-face. In the same month LLR practices provided 420 thousand appointments of which 245 thousand were face to face.

If you have visited your GP since the start of the pandemic you will have noticed significant changes. Dividing screens have been erected, seating arranged to enable safe social distancing, one-way systems implemented, Covid19 symptomatic patients kept separate, and high-risk patients fully protected. The staff and any clinician seeing you will be wearing PPE in line with government guidance. We hope that you feel reassured and protected by all these changes.

We would like to apologise to all our patients who due to the current increase in demand may be having difficulty in getting through to our practices at times by telephone. Please consider whether you could look for advice from the NHS website (www.nhs.uk) or seek advice from your pharmacist.

We realise that some of our patients are disappointed that they cannot chose to see a GP face to face. Until the pandemic has been defeated we must make the safety of you and our teams paramount and follow government guidelines.

If you have a concern about your health, please do not be put off by the false reports in the media, but contact your GP surgery.

Yours faithfully



Dr Nainesh Chotai
Chair, Leicester, Leicestershire and Rutland Local Medical Committee