

NAME OF MP

House of Commons
London
SW1A 0AA

DATE

Dear _____

I am writing to you regarding the important issue of access to general practice. The pandemic has been a time of unprecedented pressure on primary care and our staff have worked tirelessly to respond. On top of an already high workload before the onset of COVID-19, general practice is experiencing the highest ever level of demand. This has coincided with a fall in the number of fully qualified FTE GPs and a large increase in the number of patients per practice.

This has had a significant impact on patients, with more people having difficulty contacting their surgery and accessing appointments. I am enclosing some information on how general practice is working in the current climate, which explains how we're responding to the pressures including:

- How GP services are working
- How triage works
- Face-to-face appointments, telephone, and virtual consultations
- Why patients are encouraged to call to discuss the care they need
- Why call waiting times are longer
- Why patients might be seen by someone other than a GP

I hope you find the information useful. I can assure you that myself and my colleagues are working tirelessly to support our patients during these challenging times. If you would like to discuss any of these issues, please contact me.

Yours sincerely,