

Lapworth Surgery

As we emerge out of lock down you may be aware that there is a surge in demand for GP appointments nationally. General practice is working at 120% of normal capacity compared with pre-covid times. In March, three million more GP appointments were offered, compared to that in March 2019. In most practices, there is at least a two-week wait for a routine GP appointment.

We are experiencing that surge here at Lapworth and are struggling to keep up with demand. This means that there is a longer wait than usual for you to get an appointment. We are currently running at a three-day wait for the next free GP appointment and up to a one-week wait to see a named GP for a routine appointment. Please be assured any urgent issues will be dealt with on the day by either a telephone call or face to face appointment. We are trying various ways to manage the current demand including:

- Increasing the number of appointments each GP deals with each day
- Dr Sutton has increased his sessions and is now working on a Wednesday morning to provide more GP appointments
- This week we are trialling a new system where appointments are screened by a GP both the day before and on the day to see if any are suitable to be asked to come straight in for a face to face appointment in order to save time. This means that you may get a text or call the day before your appointment or that morning to ask you to attend in person. Please can we ask you to give reception staff details regarding your problem so that we can effectively screen appointments in this way?

Please bear with us – we more than anyone want to get back to a more normal way of working and to start allowing you to book your choice of appointment whether it be by phone, e-consult or face to face. As things stand with the Indian variant we must be cautious with our approach and a waiting room full of people with a fever and cough is not yet a viable option.

Please remember we also have the following services that are available at the surgery:

- Jane –our Practice Nurse who is a nurse prescriber and can deal with most minor illnesses (urine, chest, skin, ear and eye infections), contraception and chronic disease management.
- Bhavna – our Clinical Pharmacist for medication reviews and queries
- Lucy – our First Contact Practitioner who can deal with any musculoskeletal problems
- Narges – our Social Prescriber who can help you deal with any social issues.

Kind regards,

Dr Caron Bates

On behalf of Lapworth Surgery