



Drs. T.AWAN, J.PERKINS, M. MIZEN, V. ARISTA
Drs. L.APPLETON, K.JENKINS, J.CAMPBELL, K.VAUGHAN
Neston Surgery, Mellock Lane, Little Neston, Wirral, CH64 4BN

Hello again

We are all going through very uncertain times. Back in March we all thought if we obey the rules then we would be safe we would beat this virus and were still looking forward to our Summer holidays as some sort of reward for paying the price of shielding and socially distancing. Not seeing our family and friends not joining in leisure activities was hard but a necessary restriction to hopefully avoid the situation we are in now.

So it is not unsurprising that people are now frustrated, anxious, fed up and wondering where all this will end. Sadly I cannot give you the answer, I am asked on a daily basis when will the Surgery be going back to normal, when can patients sit in the waiting room, why can't we just come and have a chat to the Doctor. We are as frustrated as you are and working very hard to strive to give a good quality service to all of our patients in very difficult circumstances. The majority of our lovely patients are appreciative of what we are doing and go out of their way to thank us.

We don't want to have to ask you to wait outside but we have a duty of care to patients and staff. If a staff member develops Covid and has been working, through track and trace, potentially we would all have to isolate for 14days which would mean closing the Surgery. Every effort must be made to avoid this scenario. We cannot provide outside seating as this would have to be washed down between each patient, we are asking you to wait in your cars and taking your car details so we know where to find you. The intercom at the front door is helpful but does have limitations and if you feel that your confidentiality may be compromised then you can ask to come inside to relay your message in a socially distanced manner.

Sadly as well as the daily questions we have daily abuse. Receptionists are being shouted and sworn at, the Clinical staff have also suffered verbal abuse when a patients feel they can't get what they want. We absolutely understand that you may feel ill and frustrated but we are trying to do our best and this constant abuse is having a very detrimental affect on Staff morale. We also have families that we are missing, elderly parents that we are worried about, some have lost loved ones in this period and haven't been able to say goodbye, we are short of staff as some are shielding and have health problems of their own. The Surgery is often dependent on other professionals eg Pharmacies, community services, hospital outpatients etc. We have no jurisdiction or influence over these external services and they

are being equally affected by this crisis. Please try to understand and be patient and not abusive or we will consider removing patients from the Surgery list.

Some people think we are doing nothing but just to give you a snap shot of the last twelve weeks we have done:

3305 telephone consultations

2044 face to face appointments

767 Triage or urgent appointments

5044 prescriptions have been processed

2576 blood tests analysed

338 Home visits

818 Medication reviews

1228 Phlebotomy appointments

170 Diabetic reviews

112 ECG's

84 Asthma reviews

79 Baby Immunisations

174 Smear tests

2245 SMS messages sent (Not appointment reminders)

We have also recently re started Minor Surgery, ear Syringing, Cortisone injections and IUD fittings.

So as you can see we have been far from taking it easy or doing nothing. The reception also receives on average 450 incoming telephone calls/day.

Please support us through this difficult time as we are trying to support you. Try to obey the rules, keep safe and keep well.

Thank you

Heather