

Campden Surgery Newsflash September 2021

Covid measures

In line with official Public Health England advice, measures have remained in place across all healthcare services to protect vulnerable patients and staff. The surgery is fully open but face coverings, hand sanitizing and social distancing are still required when entering Campden Surgery. We are continuing to arrange telephone consultations with GP's in the first instance and the GP's then bring patients in to the surgery for face to face consultations if clinically indicated.

An example of our activity over the last year to 1st August 2021 is:

19,677 face to face appointments at the surgery with clinicians

13,580 telephone consultations at the surgery with clinicians

Working together through the ongoing crisis

As a healthcare organisation we are very aware that accessing services can, at times, be stressful and concerning for patients. The high level of anxiety in the population at present, along with the extremely high demand for NHS services, has exacerbated this stress for both patients and staff. Our staff come to work to care for others and have continued to do so throughout the whole pandemic, and it is important for all members of the public and our staff to be treated with respect.

In line with the rest of the NHS and to ensure this is fully observed we have a Dignity at Work and Zero Tolerance policy, whereby verbally aggressive or violent behaviour towards our staff will not be tolerated under any circumstances. We are sure our patients understand that appropriate behaviour is absolutely necessary and that non observance will not be accepted.

Important changes to routine and non-urgent blood test appointments

All GP practices are affected by the current national shortage of blood tubes and are taking urgent steps alongside our hospitals to prioritise their use for people with the greatest clinical need. This includes testing for serious conditions such as cancer.

We are following national guidance which has been issued in response to the shortage. As a result, we need to cancel and delay a number of patient appointments for blood tests deemed routine or non-urgent. If you have a routine blood test appointment the reception team at the surgery will be in touch directly if they need to cancel your appointment, this will be by phone or by text message.

Please be assured that appointments will be rescheduled once the situation has improved, and in line with national guidance. There are a few things you can do if you are affected by this change:

- Keep checking our website for regular updates – we will be sharing the latest patient information here as soon as we receive it.
- Check your phone for messages from us – we will also be using our patient text service to keep people informed.
- Please don't call or contact us with questions about routine blood tests – we are experiencing exceptional levels of demand at the moment, and your cooperation will help us to reach those without smartphone or internet access with this critical information.
- Do get in touch online or call if your condition worsens or changes so that we can prioritise your blood test if necessary following clinical review.

The changes are likely to be in place for at least four weeks. We will keep all our patients regularly updated as the national situation changes.

Dr Zamir

We are pleased to announce that Dr Rebecca Zamir will take over as Senior Partner in January 2022.