

## Message to Campden Surgery patients

Like many surgeries up and down the country, we are currently experiencing cost pressures such as increased utility prices (gas and electricity), building maintenance and cleaning costs, communication costs and rising staff costs.

We are managing these pressures as best we can; however, they have had an impact on our ability to resource the practice as we would like and to deliver the level of service you rightly expect. We apologise if you have experienced extended waiting or response times recently.

More information regarding the current position of General Practice nationally can be found on the [GPDF website](#) and

<https://rebuildgp.co.uk/for-our-patients> and in this [Right Care, Right Time video](#).

### Actions we are taking at the surgery

We have recently appointed two Advanced Nurse Practitioners to help reduce waiting times for appointments and other healthcare professionals are available to support our practice through our Primary Care Network in the North Cotswolds. We are also actively discussing the issues we face and potential ways forward with our Patient Participation Group.

### Here are some ways in which you can help our surgery:

- Register for NHS online services at the surgery via the website. This will enable you to order medication, book certain types of appointments, view test results and view medical records including vaccines, your medications and your consultations without having to phone the surgery. To do this, please click [here](#).
- Download the NHS app which enables you to order repeat prescriptions, book appointments, get test results and access your health record. Around half of our patients aged 16 or over already have the app and we encourage more patients to use it as helps us to respond to urgent calls more quickly. . Instructions on how to get the NHS App are [here](#). We receive, on average, 250 telephone calls each day, each lasting around five minutes, so using the App is really helpful to our busy receptionists and dispensers.

**Registering for either or both of these services will really help us to provide a better service to our patients.**

- Please attend all your scheduled appointments at the surgery or contact us with plenty of notice to amend or cancel your appointment. Missed appointments in March were equivalent to 42 hours of time that we could have spent with other patients.
- If you have a minor illness, Campden Pharmacy is available to help you and is open from 9am – 6pm (closed 1-2pm) weekdays and from 9am – 1pm on Saturdays. They provide blood pressure monitoring and can help with many

minor ailments, such as sore throat, earache, sinusitis, shingles, infected insect bites, uncomplicated urinary tract infections and impetigo. (Please note that these services have age criteria).

Other services and support available at Campden Surgery include:

- First contact physiotherapist for assessment and diagnosis of musculoskeletal conditions. To book an appointment with our physiotherapist please contact reception.
- Social Prescribing
- Counselling & Support for Young People and Families
- NHS Travel clinics
- Mental health practitioner
- Women's health clinics

To book an appointment with any of these services, please contact reception.

**Please check our website for news and service updates for patients:**

[www.chippingcampdensurgery.co.uk](http://www.chippingcampdensurgery.co.uk)

You may like to consider becoming a member of the surgery's Patient Participation Group (PPG). The purpose of the PPG is to provide informed feedback to the practice and in turn to help promote and disseminate information about the NHS and practice initiatives to patients and their cares. You can register via the Surgery website [here](#).

We are part of the North Cotswold Primary Care Network with four other surgeries in Moreton in Marsh, Stow on the Wold, Bourton on the Water and Northleach. All except one of these surgeries are, like us, classified as a small GP practice with less than 10,000 patients.

We want to reassure you that we fully intend to continue to provide local GP surgery services to serve you and your family. We also remain committed to moving into larger and more modern premises within the new development off Aston Road, and would like to thank our Patient Participation Group for their support with this.

We, along with other General Practices, are continuing to discuss the issues with local MP's and Gloucestershire Integrated Care Board.

We would like to thank you for your patience as we try to mitigate the challenges facing us and reassure you again that our overarching aim is to provide high quality healthcare services for you and your families into the future.

Thank you.

The Partners and Patient Participation Group of Campden Surgery