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**The Glebe Surgery
The Glebe
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Dear Glebe Surgery Patients

The NHS is in crisis.

- We're seeing 20% more patients than before the pandemic
- Hospital waiting lists are increasing, meaning patients come back to us more frequently with more complex problems.

At The Glebe we are feeling the pressure and are working as hard as we can to provide the highest standard of care for our patients.

We are unable to recruit more staff, and cannot fund replacement of new staff which will mean:

- We may not be able to respond as quickly to requests
- Medical reports, assessments or complaints may take longer to deal with

At times we cannot safely meet the demands for on-the-day urgent appointments. If this is the case, you will be signposted to other NHS services including 111/A+E or 999 if appropriate. This is to ensure your safety and the wellbeing of our staff.

Other NHS services can help ease the pressure, so you maybe signposted out of the surgery to the local Pharmacy, Optician, Dentist or other appropriate service. A validated triage tool is used by our staff to ensure it is safe to do this. Please do take advantage of these options.

Please help us free up clinical time by trying to self-manage any minor illnesses, visiting the NHS website or the Pharmacy first. Attending health checks and vaccination clinics when invited aims to help keep you fit and well.

If you are unable to attend an appointment, please let us know as your appointment slot can often be used to help someone else (even at short notice).

We understand that the situation can be frustrating but please treat our hard working staff with the respect that they deserve. They are doing their best in very challenging times.

We are worried and distressed about the current situation too and wish we could do more.

If you feel strongly about the issue of general practice funding and the impact that this is having on you, you may wish to contact your local member of parliament to express your views. They can be contacted via this email address: Andrew.griffith.mp@parliament.uk.

In the meantime we will continue to do our best to support our patients and we appreciate your support and consideration during these difficult times.

The Partners