

January 2024

OPEN LETTER TO PATIENTS

As we move through another winter, we are all working hard here at Belvoir Health Group.

We understand the challenges and frustrations patients experience with access to GP services. This is a common theme both locally and nationally and is reflected in the feedback that we get from patients.

We have benefited from some amazing support from our PPG and our patients. With that said, we are seeing an increase in our reception staff being faced with hostile conversations with patients, both face to face and on the phone. We understand that at times these are based on worries that patients have - but at times these conversations step over in to personal attacks, intimidation and occasionally genuine aggression. We also see attacks such as this online, in local forums where our services may be under discussion. Most of our staff live locally and are part of many of these forums, so comments are often visible to them.

The reason to highlight this now is that we must ensure that our staff can work safely and have the conditions to do their job the best they can. We understand that patients may be feeling frustrated, anxious or worried about loved ones but we ask for your help to ensure that your interactions with the practice team are as you would do with your friends and family.

If you do have concerns about our services, we would encourage you to raise them with us directly, but politely, either over the telephone or in writing, in line with our formal complaints procedure.

Thank you in advance for your support.

The Management Team Partners at Belvoir Health Group