

St Johns Surgery Urgent Newsletter

St Johns Surgery finds itself working under Acute conditions.

You may be aware that two of the Practice GPs, Dr Ellis and Dr Riasat are currently on Maternity Leave. Our Trainee GP, Dr Nasim has moved on to complete her final year and our Paramedic has left the Practice.



Unfortunately it has now become necessary for Dr Jones to take sick leave. There is no estimated date for his return to the practice at this stage.

What is the practice doing to address this situation?

The practice advertised unsuccessfully, for 3 months to recruit an additional GP. Unfortunately there is a National shortage of GPs. Therefore Dr Kotwal has increased her hours to full time. Nationally it is also very difficult to source Locum GPs. However the Practice has managed to employ several, well respected, local, GP Locums to help us out, providing consistent Locum cover. This will now increase. The practice have informed NHS England and Bedfordshire CCG of the situation and we are all working hard to put in place further measures to address the shortfall in our service. We are currently running seven appointment sessions short per week. This is a shortfall of around 100– 125 appointments per week.

What can you do to help ?

*Please bear with us at this difficult time. **Please be patient***

Consider:

- *Do I really need to see the GP?*
 - *How urgent is my need?*
- *Have I seen a pharmacist?*
 - *Have I called NHS 111?*
 - *Have I checked my symptoms on the NHS App?*
 - *Do I have a Social need rather than a medical need?*
- *Have I sought advice from the Practice Website or NHS Choices?*
- *Shall I ask the GP, Nurse or Receptionist a question on the Practice Website?*



*Decided not to come? Don't need your appointment any more? **PLEASE LET US KNOW.** Someone else is waiting for an appointment.*

We value your support at this difficult time for us all.

TREATMENT OF STAFF

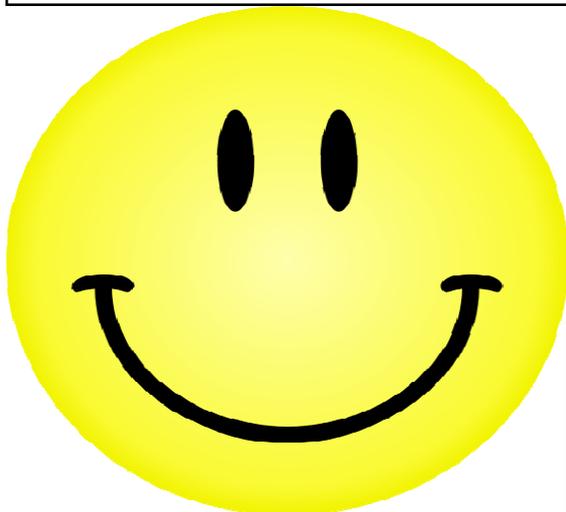
Sadly our team is experiencing increasingly abusive behaviour by some patients. On a daily basis staff are intimidated, verbally abused, subjected to offensive language and discriminated against. The staff at St Johns Surgery are a dedicated team working under extreme pressure and within limited resources. They aim to provide a friendly, personalised service for our patients and go out of their way to help.

If you cannot get an appointment at a suitable time this is not the fault of the reception team – they are working within the limited NHS resources available to them .

Our Patient Charter states ' *patients should be courteous to staff at all times, remembering they are working under the doctors orders*'. We have a zero tolerance policy at St Johns Surgery. Anyone exhibiting aggressive or abusive behaviour in any form will be in breach of practice policy and will be advised to register elsewhere.

Sadly it **has** been necessary to deduct some patients due to unacceptable treatment of staff.

As a result of this behaviour we have now installed CCTV to protect both patients and staff at the Surgery.



Introducing the Locum Doctors currently working at St Johns Surgery:

Dr Andy Duke
Dr Miten Patel Welcome back!
Dr Kannan Neelagiri
Dr Sahar Kareem

Congratulations!



To Dr Ellis and Dr Riasat on the birth of their daughters in April and June! We look forward to Welcoming the doctors back to the Team at St Johns next year!

Congrats are also due to our Curly Haired Reception Manager, Beverley! Bev has been gracing the surgery with her wonderful cheery personality for 30 Years now. This place wouldn't be the same without her. Enjoy your lunch at The Ritz Bev!