

Mannock Medical Centre
Irthlingborough Road
Wellingborough
Northants
NN8 1LT

In Partnership With You

Mannock Medical Centre Tel: 01933 233200
Earls Barton Tel: 01604 810691
www.abbeymedicalpractice.uk.com

20th October 2020

Dear Patient

I write to you as we enter another difficult time in the year. I know 2020 has impacted each and everyone one of us as we have had to come to terms with a new way of living. Every one of us has had to deal with not seeing our loved ones and some of us have experienced the pain of losing family and friends as we continue to try and function in these challenging times.

At Abbey we continue to work very hard to deliver a safe, efficient and thorough service to all our patients. While our building at Earls Barton is temporarily shut and our front door at Mannock Medical Centre is closed, we have been fully open to all our patients' needs since the start of the pandemic. Although our consultation methods may have changed to mainly telephone and video, we have always seen those patients who need to be seen face to face and will continue to do so. In the April to September, we had over 29,500 clinical contacts with our patients. These comprised of telephone, video and face to face consultations, along with home visits.

Each of our services has had to be reviewed and risk assessed on a frequent basis to ensure we can undertake the work in a safe way to protect both our patients and staff. We have changed the way we deliver some of our services and this has largely worked well and we will continue to work in this way. As with all changes we understand that for some this can bring concerns and I would like to reassure our patients that we would never make changes that we feel would compromise your care in anyway.

We now try to deliver a "call on the day service" which means that when you telephone or use any of our on-line facilities we try to sort the problem out on that day. We do try to prioritise more urgent problems between 11.30 and 1.00pm and also after 5pm, so if your request is something more routine we would ask you to call earlier in the morning or afternoon. We also all value continuity of care and our Patient Services Team will try to book you with the clinician of your choice where this is possible. This can mean that your problem will not be dealt with that day if you want to wait to have a consultation with a specific clinician and we will ask you to call again following day.

We have many staff answering the telephones and sometimes there are delays in being connected to speak to someone. To help us prioritise calls, please use our website or your on-line service to contact us for non-urgent queries. By doing this, we are able to prioritise our patients with urgent needs and action your request later in the day.

Dr. Kate HUGHES, Dr. Azhar ALI, Dr. Ananda SENADHIPATHY, Dr. Rajat SRIVASTAVA,
Dr. Prakash LAGISETTY, Dr Sarah VIDELO
Practice Manager: Alexia Tongue

We are also finding that as our service is easy to access we have a tremendous increase in queries relating to care provided by secondary care. Whilst we want to help you, more often than not we really can't. If our practice have not organised tests, we would ask you contact the clinical team at the hospital who have arranged these. Not only will they have the results, but they will also know the clinical reasons why the investigations were undertaken and will be able to give you a management plan moving forward.

Our GP clinical team has recently increased with Dr El-Rabaa and Dr Tabain joining the practice following completion of their training at Abbey and Dr Taylor has recently returned from maternity leave. We have a strong and passionate clinical team who want to deliver the best care to our patients now and into the future and, whilst we have all been impacted by COVID (in terms of personal sickness and at times the need to self isolate), additional shifts have been worked by both clinical and non-clinical staff to ensure we are there to help our patients.

I would also like to remind patients that while we recognise for many this has been a stressful period, we absolutely do not tolerate any type of abuse to our staff. All calls are recorded and where we feel that a patient has been rude we will not hesitate to remove patients from our practice list. We have noticed increasing numbers of irate and unreasonable patients who have been abusive to staff who are just trying to help them.

Our staff, just like you, are finding these times difficult and equally as challenging. They do not deserve to be treated in this way and I will not accept such behaviour.

On another note, we have received many kind comments from our patients. When a patient thanks the team, this is communicated throughout the Practice and a few words of praise to the team truly raises a smile from what can be often tired and exhausted members of staff.

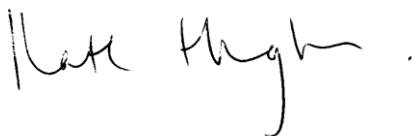
As we face the introduction of further restrictions imposed by the government and the pressures that winter brings, I wanted to reassure our patients that we continue to be here for you.

The patient is at the heart of our Practice. Everything we do, we change or improve has you, the patient, as our priority.

Our chosen career paths as clinicians is to help you, to make a difference and one we undertake with pride as we work for the NHS.

Keep safe.

Kind regards

A handwritten signature in black ink that reads "Kate Hughes". The signature is written in a cursive, flowing style.

Dr Kate Hughes
Senior Partner
Abbey Medical Practice