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**5<sup>th</sup> November 2021**

## **Open Letter to all Patients at Charnwood Community Medical Group**

We would like to thank all of our patients for your kind words and support during the pandemic which has been difficult for everyone and we pass our heart felt sympathies on to all of those who have friends and relatives who have been affected or sadly lost their lives.

As we move out of the Pandemic, we are seeing a huge strain on GP services throughout the country caused by hospital waiting times, winter viruses and problems that people have waited with during the pandemic.

We understand the difficulties with gaining access to the surgery and appointments (we are patients too) and we are all working as hard as we can to offer the best service that we can.

Unfortunately, we have seen a small minority of patients who feel that it is acceptable to take out their frustrations on our reception team and other staff.

We are here to help you all, the reception staff are not here to be spoken to in a way that makes them feel upset or intimidated. It is not their fault that there are not enough appointments to meet the current demand.

Please be compassionate to them. It is amazing that they continue to return to work every day when people speak to them in the way that they sometimes do.

We are privileged to have dedicated people working at Charnwood Community Medical Group, but we are human and have emotions. If staff leave the surgery, then the surgery will not be able to function.

Please treat our team as you would expect your mother, father, sister, brother, daughter, son etc to be spoken to. If you do not do this then we will follow our Zero Tolerance Policy.

*The Partners*