**Chatsworth Road Medical Centre**

**AN APPEAL FROM THE PATIENT PARTICIPATION GROUP**

Although most of us are now going about our daily lives as if everything is back to normal, there is still a pandemic affecting us all.

This pandemic continues to put a great deal more work onto your doctors, nurses, health workers and support team. Patient appointments have increased in volume as we may have delayed asking our doctors about our ailments during the height of the pandemic but now, we want to talk to our GP about them.

The whole team is working harder than ever continuing to provide the high level of healthcare you expect from this practice. The Practice has employed more staff but is still affected by long term sickness and other factors that increase the pressure on all the teams. Now in the run up to winter when flu and Covid are likely to increase, they really need your help, understanding, compassion and kindness and anything you can do to help relieve the pressure will be greatly appreciated.

**You can continue to help by:**

* **PROTECTING STAFF AND OTHER PATIENTS** by staying away from the surgery if you have Covid symptoms to avoid possible transmission of the virus. If the virus gets into the practice it might have to close. **PLEASE WEAR A FACE COVERING AT ALL TIMES WHEN IN THE PRACTICE.**
* **SPEAKING CALMLY AND POLITELY** to all staff, whether in person, or on the telephone. Abuse of staff will not be tolerated under any circumstances. Please be kind to those trying to help you.
* **UNDERSTANDING** if appointments have to be rearranged at short notice due to staff sickness or self-isolation. Unfortunately, it is sometimes necessary to ensure the practice can be run safely for the benefit of all.
* **DO YOU KNOW?** There are many services that patients can access directly, cutting down on waiting times for you - getting you seen and treated as soon as possible. Contact details for “self-referral” direct access services are available on the practice website:

**<https://www.chatsworthroadmedicalcentre.nhs.uk/direct-access-services>**

**THANK YOU FOR YOUR PATIENCE AND UNDERSTANDING**