

Dear Patients of Clarkson Surgery

It is very regrettable that I need to write this letter but there has been a significant increase in aggressive, intimidating and vile behaviour from some patients; of course this is a very small number but it is increasing. This behaviour as I am sure you will agree will not and should not be tolerated.

Due to the shortage of doctors nationally, we have been unable to recruit additional doctors to replace doctors that have left the surgery and some leaving the profession completely. We currently have 3 GPs Dr Rebecca Smith, Dr Mohamed Othman and Dr Grace Hockley who each 'look after' 3500 patients; the workload is colossal. In order for us to provide sustainable medical services, we have developed a wide clinical team, which includes 4 Advanced Nurse Practitioners (ANP), 3 Paramedics, 2 Practice Nurses, 3 Healthcare Assistants, a Phlebotomist, Pharmacists, Pharmacy Technician, Physiotherapists, Mental health Nurse and Social Prescribers. The services at the Minor Injury Unit (MIU) at North Cambs Hospital are available to us to book into as are appointments at North Brink on a Saturday morning and Wednesday evening which are commissioned through the Primary Care Network.

To ensure that you receive the right care at the right time we have implemented Clinical Triage, which is a system whereby when you telephone the surgery details of your problem will be taken by a receptionist, this information is then relayed to our experienced triaging ANP who will decide based on the information given the type of appointment with the appropriate clinician where applicable. It could be that the advice is to go to a local pharmacist to get over the counter medication to self-care. It might be annoying if you come to the surgery to make an appointment and you are asked to telephone. This is because you need to go through the Clinical Triage system to get the right care and to ensure the most vulnerable housebound patients are not disadvantaged by not being able to pop in to the surgery.

Our doctors are still seeing patients, they have never stopped seeing patients, but the patients they see are the most complex that no one else in the clinical team are able to deal with. The whole team are assessing and treating more patients than ever before.

We have a trained team of staff to deal with your queries, who are dedicated and work extremely hard. They will not take any form of abuse. If you are aggressive, intimidating or threaten violence then the police will be informed and you will be removed immediately from the practice. You will then be allocated to the Special Allocation Scheme which provides medical services in a secure environment that is able to deal with patients who are violent or aggressive. It aims to protect GPs, practice staff and patients who all have the right to be in the practice without fear of intimidating behaviour. The Special Allocation Scheme runs out of Maple Surgery, Bar Hill, Cambridge.

If you receive a warning letter regarding your behaviour following a recent interaction with the practice, please take this as the warning it is, if there is another occasion you will be removed from the practice under an 8 Day Removal process. This will result in you being removed from the practice but in this instance you can register locally with another practice.

We all want to provide you with the best care at all times. In order to do this we cannot tolerate the increasing unacceptable behaviour that is becoming commonplace.

Assuring you of our best attention at all times.

**Moira Cernik**

Managing Partner