

December 2022

Dear Patient

### **A joint Statement from the Aylesbury GP Surgeries**

We do understand the frustrations felt by patients accessing their local GP surgery and we are working hard to accommodate the increased level of demand. Aylesbury GPs have a close working relationship and regularly meet to discuss local challenges. Each surgery is experiencing challenging and growing strain with declining GP numbers, a significant rise in demand, a struggle to recruit and retain staff and a huge increase in new registrations from local housing developments.

We have never been busier. Nationally, over 26 million appointments were undertaken in August 2022 which was 3 million more than in August 2019 during pre-pandemic levels.

<https://digital.nhs.uk/data-and-information/publications/statistical/appointments-in-general-practice/august-2022> . GP appointment bookings reached record highs over the winter of 2021/22, and we are bracing ourselves for an even busier Winter 2022/23.

General Practice is experiencing more personalised attacks on social media. Practice staff appreciate that illness brings anxiety and fear and therefore understand the frustration caused by the delays in accessing care. The majority of people who need support from NHS staff do so in a respectful way that helps us create a safe environment for all. Sadly, there are a very small minority who are abusive towards NHS staff. The NHS has a zero tolerance policy towards this. Abuse and intimidation are never acceptable and has led to the loss of vital members of staff.

We are grateful for your patience and understanding of the pressures facing the NHS as we continue to tackle the enormous health challenges put forth by the Covid Pandemic. Please remember you can help us in many ways by using online options like AskFirst or the NHS App to view test results, order prescriptions, obtain lifestyle advice and cancel appointments.

Please let your MP know of the issues you are experiencing. The crisis facing General Practice is bigger than just our local practices, it is a national issue affecting everyone.

Thank you for your support

Dr Phil Clayton and Dr Emma Montague  
**Berrycroft Community Health Centre**

Dr Sajid Zaib  
**Oakfield Surgery**

Dr Juliet Sutton  
**Poplar Grove Practice**

Ratish Pillai  
**The Mandeville Surgery**

Dr Alexandra Bates  
**Westongrove Partnership (Bedgrove, Aston Clinton and Wendover)**

Dr Graham Jackson  
**Whitehill Surgery**

