

What is the Marlow Medical Group doing to help?

We need to change the way we work in order to maximise our resources and deliver services efficiently, especially to the people that need it the most.

We have employed a number of new specialist clinicians such as our Pharmacist who provides expert advice on medications and helps with health reviews, and our new experienced Paramedics who assist with home visits and in our Rapid Access Clinic. We hope to employ other additional clinicians with particular areas of specialism in order to help relieve the pressure from our GPs. We are employing the services of some locum GPs to help address recruitment difficulties.

Our new upgraded website is easier to navigate and directs you to the most appropriate services and information. We have introduced a number of new ways to contact the surgery and enhanced our online services at www.marlowdoctors.co.uk

Occasionally, we alter the way we offer appointments so that we can manage periods of increased demand, such as opening appointments on the day on Mondays, and during school holidays.

We have also invested in a new telephone system to handle your calls more efficiently and to enable us to keep you updated on any changes to our services.

What can you do to help?

You can help us by ensuring you use our services appropriately. Many minor illnesses are self-limiting and can be managed at home with advice from a pharmacist. *NHS Choices* provides advice on a wide range of conditions www.nhs.uk or you can ask a doctor or other members of staff a question via our website at www.marlowdoctors.co.uk

Please understand that it may not always be possible to see the GP of your choice especially as some GPs work part-time and cover our branch surgeries. We do however currently employ 19 GPs and as we meet the rigorous standards required to be a training practice, we have the additional services of qualified doctors training in general practice.

So that we can ensure you are placed with the most appropriate clinician, our receptionists will ask you the nature of your call. This enables us to provide the most efficient service, especially as we have established that a number of GP appointments could have been handled by another clinician or member of staff.

Make sure you cancel any appointments you no longer need so that these can be used by someone else.

You could also write to your local MP (Steve Baker or Dominic Grieve) to outline your concerns about funding for General Practice.

THE MARLOW MEDICAL GROUP

ACCESS TO GP SERVICES



**The Doctors' House
Victoria Road
Marlow
Bucks
SL7 1DN**

**Tel: 01628 484666
Fax: 01628 891206**

Web: www.marlowdoctors.co.uk

Our GPs are aware that some patients are finding it increasingly difficult to get the appointments and services they need from us, and feel you should be made aware of the reasons.

Over the past few years, successive governments have reduced the investment in General Practice from around 10% of the NHS budget to nearer 7%.

In spite of this reduction in funding we still provide 90% of consultations carried out in the NHS. There is access to GP services 24 hours, 7 days a week, and the demand to see GPs is rising dramatically. There are currently 340 million GP consultations a year, an increase of 40 million in the last 5 years.

This has not been matched by an increase in GP and staff numbers or an expansion in the infrastructure.

General Practice is expected to take on more and more work previously carried out in hospitals, and GPs are obliged to attend meetings with the Clinical Commissioning Groups, NHS England management and spend hours preparing for and meeting the Care Quality Commission. All of these mean less time to see our patients.

In addition, we are faced with huge difficulties in recruiting new doctors and nurses to work in General Practice.

40% of GPs are planning to retire over the next 5 years, many are emigrating and others are leaving to take up another profession altogether.

Currently there is a shortfall of about 10,000 GPs across the country. It is impossible to see how this shortfall can be addressed when it takes a minimum of 10 years to train a GP.

In short, General Practice is in crisis.

This is a national problem and one which is not unique to Marlow.

We simply want you to know that we are aware of the problems you have accessing some services and that we are working as hard as we can to provide those services. We hope you will bear with us as we strive to continue to provide quality General Practice in this area.