

Our Health Partnership

OHP A healthy future for patients and practices



Dear Patients,

The GP Partners would like to take this opportunity to thank all of our patients for your support and patience throughout the pandemic.

The last 16 months have been incredibly difficult for everyone and providing the vital care to our patients has certainly been a challenge with the changes needed to keep everyone safe. We completely acknowledge that despite our best efforts, some patients are experiencing difficulties getting through to us by phone. This genuinely causes us as much concern as it does you and we are doing everything we can to improve this as quickly as possible.

During the pandemic, some of you were very worried about leaving your homes and may not have reached out to us when you needed to. For others, perhaps working in key worker roles, the need to keep our country operating may have meant it was difficult to find time to speak to your GP about a concern you may have had.

Either way, with the gradual lifting of restrictions we have found our already very busy GP surgeries, like many up and down the country, have become over-whelmed with very genuine concerns from patients. We are here for you and desperately want to help you but do, understandably, need to prioritise our very sick or vulnerable patients.

We understand how frustrating it is when you have to wait on the phone so we are working with our telephone provider to improve our service. Similarly, many of you will remember last year we adopted two online consultation solutions, first E-consult then an alternative called V-consult. Whilst these solutions met the needs of some of our patients, for others they created a barrier and we therefore took the very difficult decision to turn off these solutions so we could provide a safer level of care to all patients.

We know most of you crave a return to normality. We all feel exactly the same and nothing will please us more than when we can throw open our doors and welcome back our wonderful patients. Things are getting better. Covid restrictions are coming to an end and we sincerely hope better and more normal times are ahead.

By our very definition, we are a service that deals with poorly people so we will be continuing with our Covid-secure measures until the need to self-isolate on contact with a positive case is removed on 16th August to protect you and our staff.

Please accept our heartfelt gratitude and thanks for your patience during this very challenging period and we look forward to seeing you again in our surgeries in the very near future.

With our very best wishes,

The Lordswood Group of GP Partners