

Information for patients about the work your GP surgery has been doing during the Covid-19 Pandemic

Mallard Medical Practice
Frequently asked Questions

"Why have you been closed during the pandemic?"

Despite what the media say, we haven't been closed even for a single day. In fact, we have worked extra days, weekends, evenings, bank holidays to keep on top of patients needs and care.

Our building is accessible by ringing the intercom buzzer and we have continued to see patients face to face throughout the entire pandemic. We have never been closed.

"Why can't I get an appointment?"

We are experiencing the highest patient demand for appointments in history.

Nationally, GPs saw a record breaking number of patients in April 2021. Demand on General Practice is estimated to be beyond capacity at over 157%. We are trying our best, and trying to catch up with a backlog of patients who have not attended the practice for their annual checks for over 1 year now. Thank you for your patience.

"Why do I have to wait so long?"

Our staff have been involved in delivering the Covid vaccination programme since December 2020 for thousands of patients. This has taken up huge amounts of staff time and effort. This is all whilst maintaining a normal patient service back at the practice.

Hospitals have been discharging patients early due to risk of infection, General Practice then needs to look after these patients. Hospitals also have longer waiting times now and so it is left to GPs to manage and treat patients at home while they wait months for appointments.

"Why are the staff so unhappy?"

Our staff are exhausted. They have endured the pandemic like yourself which involves high levels of stress about their families, children, illness and work.

They have received abuse and aggression from patients. They have worked above and beyond their job descriptions and some have lost loved ones along the way.

Thank you for your understanding.

"Why can't I see a GP in person?"

You can. If you wish to do so. This is your personal choice. Our GPs have been seeing patients in person throughout the entire pandemic. They ring patients first to discuss what problems they are having then if they feel they need to see the patient, or if the patient wishes to come into the surgery for a chat, the GP is able to see them on site. Our Nurses and Healthcare Assistants have also been seeing patients face to face.

"Why are your doors closed?"

Our doors have an intercom which patients can use to gain access to the waiting room. Current infection prevention guidelines and social distancing guidelines prevent us from having too many people in the waiting at the same time. Therefore if a patient wants to come in, all they need to do is ring the buzzer and reception will check if there is space.

We'd like to thank you for your understanding and compassion after the past year. We have no doubt that things will get back on track and our staff will continue to make headway into the backlog of problems patients have had.

However, we cannot do this without your support and appreciation.

General Practice sees 90% of all NHS patients for 9% of the NHS budget. Thank you for being kind to our staff.