

Fleet Medical Centre



Dr N A Durasamy
Dr K Sharma
Dr H Fletcher

Dr P Pathiranaage
Dr T E Chetcuti
Dr S Cartwright

Dr L Bull
Dr K Wright
Dr L Salmons
Mr J Perrin (Practice Director)

Church Road
Fleet
GU51 4PE

Tel: 01252 619000

June 2020 Patient Newsletter

Dear Patient,

We hope this letter finds you well and that you have remained safe during the COVID-19 restrictions.

We write to you today as Fleet Medical Centre and indeed the NHS has taken an unprecedented opportunity to “recover and reset” our service provision and reflect on the outcomes of the COVID-19 pandemic.

Coronavirus has been an international tragedy and our thoughts are with those who have experienced personal loss, ill-health and other related problems. The practice and our staff have also faced professional and personal challenges and we have supported each other as a team and identified things that need to change if we are to sustain our high levels of service for the future.

As well as being a global example of a national health service of which we are all so very proud, the NHS will continue, more than ever we fear, to balance politics and finance as a high priority for general practice. We at Fleet Medical Centre endeavour to maintain high standards of clinical care and meet the needs of our patient population while also responding to these demands of a political agenda.

With this in mind, the practice has to balance the medical priorities of our patients and support our staff while also observing the demands of our NHS contract and secure our sustainability as a business for the future. The Coronavirus pandemic has, like with so many companies of various sizes across the planet, significantly affected our income posing risks to some of our core services along with rising staffing costs to ensure we maintain adequate team cover at all times.

Continued overleaf

Our GPs, nurses and receptionists have found supporting the Coronavirus Hot Hub at Farnham Community Hospital challenging and exhausting at times. They must take the necessary time to self-isolate from colleagues and family to ensure infection control measures are met before returning to the practice so in the meantime we remain on reduced staffing levels while we support this unprecedented extra service. Some telephone and video appointments may now take place from venues away from the practice over the coming weeks while our staff continue working but also isolate from their team. Working away from the practice using modern technology may become a permanent normality as our staff try to improve their work-life balance and juggle the necessities of their roles and support us with infection control and room space.

We would like to thank all of our staff for their dedication in helping us maintain our service during this very challenging time and to also thank our neighbours, local community, fellow key-workers and our patients for their patience and support throughout the pandemic situation.

There are some permanent and longer term changes afoot as a result of the COVID-19 pandemic and the enclosed newsletter explains this in more detail. Some difficult decisions have had to be made to ensure we are financially sustainable for the future and to protect our patients, visitors, colleagues and staff from not only clinical risk but also to manage service-user expectations and service provision. We apologise for the wordiness of the newsletter but there is much to say and we are keen to keep you informed and to explain the reasoning behind some of the decisions that have been made.

We thank you for your time and your ongoing support,

Yours sincerely,

Drs Durasamy, Sharma, Fletcher and Pathirana

**The GP Partners and Staff
Fleet Medical Centre**