

## Cutler's Hill Surgery "Same day team".

Despite several national advertisements we have been unable to recruit replacements for Dr Chris Luddington and Dr Paul Squires. This is not a problem peculiar to the Cutler's Hill Surgery, as there is a national shortage of GPs. However, we have recruited two new nurses, Lauren Bellamy, and Sue Vigus and an Urgent care practitioner, Neil Johnson (previously our community paramedic working for East Anglian Ambulance Trust).

In order to cope with the increasing work pressures we are going to pilot a "Same Day Team" which is a refinement of the current triage system. Patients will be asked for a very brief (preferably one word) explanation of their need for an urgent appointment or visit. This will allow the Doctor or nurses who are dealing with these urgent requests to prioritise the response. Patients will be called back by either a nurse or a Doctor and offered either advice, a face to face consultation with a Nurse or Doctor or, if the patient is housebound, a home visit by either Neil, acting as an Urgent Care Practitioner or a Doctor. Therefore, more of the "same day" care will be delivered by clinicians supported directly by the Doctor on call.

If the "Same day Team" pilot proves to be successful we will continue it beyond the first 3 months. We would welcome any feedback that you may have of the same day service.

We very much value the support of our patients through this difficult time. Please be aware that we do offer telephone appointments which are very useful to discuss administrative issues and free up "face to face" appointments. Please also be aware that we have excellent Pharmacies in the area where patients may get self-help advice and over the counter remedies for many common ailments.