



Birtley Medical Group

NHS Pressures

As you may be aware from the media, the pressures & demands on the NHS are increasing all the time, this can adversely affect waiting times for appointments etc. for patients. G.P. surgeries, community services & hospitals can struggle to manage rising workloads with inadequate funding and/or resources.

It is perfectly understandable that patients can get frustrated with this, however in the past year the latest NHS staff survey shows that one in eight NHS employees have experienced violence from patients, their relatives or the public, this is the highest figure for five years according to the survey.

The practice strongly supports the NHS policy on zero tolerance, anyone dealing with the surgery who abuses G.P's, or any other member of staff or fellow patient, be it verbally, physically or in any threatening or intimidating manner whatsoever, risk's removal from the practice and could also face criminal charges.

Please remember the staff who work at the practice are entitled to the same rights as our patients, and are committed to providing the best care and experience possible for our patients.

Sometimes getting an appointment or access to another service may not be at a time/or availability that is ideal but please remember this is not the fault of staff who are doing all they can to assist you.

Patient frustrations can never justify abuse to those on the frontline of the NHS trying to provide the best possible care.

Thank you.