



Willow Green Surgery

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Dear Patients

In my 31 years at Willow Green we have always prided ourselves in the care we try to offer our patients.

As you will be aware from the press, General Practice is under unprecedented pressure on appointments and other services. We have tried and continue to try to provide different ways and routes by which patients can access advice and help. This has included use of skilled members of our clinical practice team such as our nurses, paramedics and pharmacists as well as our highly trained admin team. In addition we have tried to embrace new IT solutions to allow patients different ways of contacting and accessing services.

In the last 3 years our practice list size has gone up by 1,933 patients, since the closure of Arun Medical Centre, and we managed to absorb this increase by enhancing our services. More recently the retirement of a single handed GP in Rustington has led to an increase of 537 patients in the last 4 weeks.

This has put enormous pressure on our practice both in services, and space available and is having an impact on the service we are able to offer.

When we moved into Willow Green in 1994 we had 7,200 patients and now have 10,800 patients and are providing far more services than we did in 1994. We are running out of space.

We have plans to deal with all this but would ask you to have patience while we deal with this sudden increase in patients over the next 6 months and beyond

We have previously aimed to turn prescriptions round in 2 working days but now will be extending this to 3 working days which is still considerably less than other local practices.

We are looking at new systems of providing on the day service and also looking at overhauling our monitoring of chronic diseases such as Diabetes, Heart disease and respiratory diseases.

We will keep you updated on our plans but ask you to bear with us in the short term.

Yours sincerely

Dr Stewart Wright