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Dear Patient,

Implementation of the British Medical Association's safe working guidance

We are writing to let you know that we have implemented the BMA (British Medical Association) safe working guidance. This is to protect you as patients and the practice. We are committed to delivering safe, high-quality care: we are on your side.

As a result, once maximum capacity has been reached, we may need to signpost people to other supporting NHS services.

We will endeavour to ensure care is prioritised for the most vulnerable. It would be appreciated if patients would consider alternative providers such as the pharmacy service for minor and self-limiting problems.

The changes are designed to create a safer environment for you, our patients, who are our priority, and for all our clinical teams, to keep this practice open and be able to continue to deliver services with the team we have.

Recent surveys have shown GPs across the nation are facing an unmanageable workload, which at times is affecting their ability to provide safe care. GPs are also retiring early, reducing their NHS commitments, or deciding to leave the profession. This is an unsustainable situation which must be addressed, and the BMA's safe working guidance is designed to help both you, as a patient, to receive better care, and your GP to provide it. In England, general practice currently receives 6p in every NHS pound, and an average GMS 'global sum' per registered patient of £107.57 per annum (very little for optimal patient care). It is hardly surprising, therefore, that over 1,300 practices have either closed or merged in the past decade. We are fighting to survive.

Please be reassured that you will continue to receive care from other clinical colleagues working at the practice. You may also be asked, depending on your medical symptoms, to contact NHS 111 or attend other local NHS services which may be more appropriate for your specific needs

On behalf of Islip Medical Practice Partners, Management team and Practice team.