

We are delighted to advise our patients that **Dr Umashankar** has become a partner in the practice bringing GP trainer knowledge and a rich background of experience to help take us forward. We have also successfully appointed two further GPs to our Practice: **Dr Esosa** and **Dr Oladimeji** are both excellent, experienced, and approachable doctors who will enhance our ability to meet the needs of all our patients in as quick and efficient manner as possible. We are delighted to welcome them to Pease Way Medical Centre and know they will make a great contribution.

We continue to keep our appointment system under constant review to see what can be done to meet a very high level of demand. We understand that many of you will be expecting a standard face to face appointment with a GP of your choosing, but this is no longer realistically achievable with the many other competing demands that are placed on the surgery. This is not a unique problem to us but one that exists across the country. Successive governments have tried to deal with vast demand by trying to spread the demand across different professionals in multiple ways. This means you may:

* be advised to ***attend a pharmacist.***
* ***submit an eConsult*** with a query usually answered in 48 hours.
* ***email or text pictures*** or details of a condition.
* get a ***call back from a Doctor, Registrar or Nurse Practitioner***.
* You may also be advised to ***call 111*** for advice, or ***attend the Emergency Department***

What we can provide however is finite and the reason for providing varying responses is to try and meet demand for as many people as possible, as often and as efficiently as we can. We understand we do not always get this right and that you may be directed somewhere that doesn’t resolve your issue. For this reason, we welcome constructive feedback and are continually looking to improve, but please try again if this happens.

Please bear in mind we are here to help, and our motivation is to provide a good service for patients alongside a positive workplace for our staff. We are all trying our best for you so please be respectful and polite when dealing with staff.

With very best wishes

Dr Geoff Walker

Dr Mel Pritchard

Dr Gomathy Umashankar