

# THE WILSON PRACTICE

Patient Update 30.11.21

The past 18 months has been incredibly tough for us all, and we fully understand that patients feel stressed and at times frustrated by the NHS. We have however noticed an increasing level of hostility towards our staff, in particular to our reception team. The practice is faced with abusive messages and telephone calls on a regular basis – we have even received death threats.

We know that the overwhelming majority of our patients will be as shocked and saddened as we are to hear this. We would like to point out that all of our team have worked incredibly hard during the covid pandemic, at times putting themselves and their families at an increased risk of covid infection. They have worked above and beyond their normal working hours to support the community that they all live in and have never once questioned the demands that the NHS has placed on them. None would want thanks for this, but neither should they ever be subject to abuse at work.

To ensure all our staff feel safe at work and are not faced with abusive or aggressive behaviour, we support the NHS Zero Tolerance Policy.

Behaviour we would find unacceptable to any member of our team includes:

- Any verbal abuse including swearing or using bad language
- Any physical violence towards a member of the team or other patients
- Racial abuse and sexual harassment
- Persistent or unrealistic demands that cause added stress to staff
- Obtaining medications or medical services fraudulently

The practice remains perplexed by media outlets that have suggested GP's aren't working hard enough. Nationally, in the last 12 months, including covid vaccination appointments, the total number of appointments has risen by 18%<sup>1</sup> equating to approximately 467 million appointments, with 58% of these occurring face to face.

This picture is reflected locally at The Wilson Practice and to meet this demand, we have had to adopt a new way of working which now includes total triage via remote or telephone appointments. Alongside patient consultations, GPs have a wide variety of other daily tasks as highlighted in the below diagram.

1. <https://www.bma.org.uk/media/4704/bma-nhsei-package-for-general-practice-factsheet-oct-21.pdf>



# General Practice



The work of  
a GP

and their  
team

