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01283 732257 (appointments)  
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Dear Patient

At Wellbrook Medical Centre we try to allow our patients to be seen as soon as possible, at a time that is convenient. We understand that many patients have to work and sometimes may struggle to get an appointment time that fits in with work and other commitments.

We work hard to ensure that anyone who needs an urgent appointment can see a doctor or a nurse on the same day. Our triage system allows you to speak directly to the nurse specialist or to the duty doctor for advice and, if necessary, you will be allocated an appointment. This system has proved popular with those patients who have used it.

Satisfaction levels with GP services remains very high – a recent national survey revealed that 86% of patients were happy with their practice's current opening hours. Most appointments are needed by elderly people, young children and patients with long-term conditions. These patients need a high level of service during the day and we believe it is important that those who need care the most should be most able to access their GP.

You may have read national reports that GPs have now voted to extend their opening hours for patients. This remains optional for practices, although not to do so will result in a substantial loss of income. We do not feel that at this stage we can make any firm decisions until we have received full details of the government's proposals and can consider the wider implications. However, please be aware that from 1 April we will be opening at 8.00am instead of 8.30am (this includes telephone lines), although appointment times will remain unchanged.

Yours faithfully

**DR M H Vickers & Partners**

Useful links/for further information:

[www.saveoursurgeries.co.uk](http://www.saveoursurgeries.co.uk)

[www.bma.org.uk](http://www.bma.org.uk)