

The last few months have been a very busy time at Whitewater Health. We would like to thank all our patients for their understanding and patience during this time. We are making great strides in ensuring we offer as much capacity as we can with the resources and funding available to us. We are working hard to recruit new staff, restructuring some of our teams so we can improve efficiency of our services and we are making improvements to our technology and infrastructure.

- We are very lucky to have recruited three new salaried GPs – one has already joined us, with 2 further colleagues joining in May and June as permanent staff for our GP team. The practice has recently welcomed two new nurses and two new secretaries as well.
- We are in the process of completing a remapping of our telephone system to improve the telephone service and offer direct access to staff with specialist skills regarding repeat prescriptions and secretarial queries. This will be in place as soon as possible.
- Our new Business Manager started with us at the beginning of April – James Perrin joins us with nearly 20 years NHS experience including 13 years as a manager in general practice. He is already very popular with our team and is making significant changes to support the GP partners and our management team to maximise the service and carry our business and practice forwards for a sustainable future.

The practice is very busy at the moment. On the positive side though, we are offering more appointments than ever before, in many forms, including in person, via telephone and e-consultations. You can help too. If you can't make your booked appointment, please do remember to contact the practice to cancel it so that it can be used for another patient.

We are aware that waiting times for pre-booked appointments are longer than we would all like and we are currently reviewing this situation. Our reception team and administration colleagues do the very best they can to help and support you. Please remain calm with them. None of us like to be abused or threatened for trying to do our job and we ask for a working relationship of mutual respect with all our visitors and patients. Your support and understanding with this, is welcomed and essential for us to sustain a motivated and happy team.

Finally, we are very aware of rumours circulating about the purported closure of the Hartley Wintney Surgery. We can reassure you that this site is certainly not under any threat and there are plans afoot to base even more clinical colleagues at this site. The clinical space is fully booked out currently and we are using the building to maximum capacity and will continue to do so. This site is a key part of our general practice estate and the building has received improvements and an extension in recent times and is scheduled for further updates, including a repaint, over the coming months.

These are challenging times for General Practice but please be assured that the service we provide to you is very important to us. We all thank you for your continued support through this period.

**The GP Partners and Staff of Whitewater Health**  
**1 June 2022**