



Dear Patients,

We are writing to our patients to bring to your attention a rather unfortunate but increasingly frequent event that our staff experience and to ask for your support, understanding and help in trying to avoid this. Most of you will probably be surprised to learn that people working in the surgery experience rudeness from our patients on an almost daily basis, frequently this could even be described as abusive and threatening behaviour.

We understand that there is a great deal of dissatisfaction and frustration with much of the NHS. However, the problems faced by people using the NHS are rarely the fault of the staff who work for it; we are all just trying to do our jobs well in what is a very challenging environment. The NHS needs more funding and is still recovering from the effects of Covid.

General Practice is often reported on very negatively in the media, however much of what is written doesn't reflect the quality of service that is usually delivered by Mowbray House and Hutton Rudby surgeries. We will always endeavour to offer an appointment to people with genuinely urgent problems on the same day, and people with less urgent problems will usually be offered an appointment within a week, although we would advise people it is often appropriate to wait a little longer for an appointment with their usual GP. We are equally happy to see you face to face or consult over a phone call whichever you prefer. We have made many improvements to the service our surgeries provide in recent years: we have more doctors and nurses working here than ever before, and we can now also offer appointments and advice from a physiotherapist, pharmacists and mental health practitioners.

The national GP Patient Survey reveals that against almost all the eighteen measures patients are questioned about we perform significantly better than both the local and national averages. Our own patient survey showed that over 95% of people who have recently used the surgeries rated their experience as very good or good.

We accept that there are things we can improve. We know it can be difficult to get through on the phone, and there are occasions when we may not be as helpful as you expect. We can't always offer an appointment that is convenient for you. However, all our team are committed to doing the best they can for you, we are always trying to improve the service we offer and to address things that don't work as well as they might.

Thankfully most of the people who have contact with the surgery treat the staff with respect and regularly communicate their gratitude for the service they receive. Unfortunately, it is an increasingly frequent occurrence that when one of our receptionists can't provide someone with what they want they are responded to with rudeness, abusive language, and threats. We find ourselves having to provide regular emotional support to our reception team who can be verbally abused daily. You can imagine what effect this has on their morale; they become fearful and anxious about coming to work, they stop enjoying their work, they become less effective at helping others, less enthusiastic about their job, take more time off sick, and even leave their role altogether. Sadly, working in this environment does make it more difficult to retain and recruit staff to this role. Our concern is that if this pattern of negative behaviour continues, we won't have the staff to answer your calls, making it harder for patients to access care.

With this in mind, when you have contact with a member of our team, please understand we do want to help you. When it comes to your health, we are on your side, all of us trying to do our best for you. Please be on our side too. Please treat our receptionists as you would like to be treated. Be kind to them. Although they may not always be able to give you exactly what they want, they are doing their best to help you.

Yours faithfully,

Mowbray Group Surgeries

Mowbray House Surgery

Malpas Road, Northallerton
North Yorkshire, DL7 8FW

Tel: 01609 760002

Fax: 01609 778029

Hutton Rudby Surgery

Hutton Rudby, Yarm
North Yorkshire, TS15 0DB

Tel: 01642 706056

Fax: 01642 706711

www.mowbraygroupsurgeries.co.uk

VAT no. 733915427

Dr S.W.P. Miers, Dr D.P.E. Rogers, Dr. A.E. Carrothers, Dr N. Mason-Smith, Dr C. Grant, Mrs Ellie Dougall (Practice Manager)