

Brunswick Surgery

Surbiton Health Centre, Ewell Road, Surbiton KT6 6EZ

Autumn 2021

100% Increase in Patient Demand

'The demand on general practice has never been so great. The number of appointments we offer has doubled since the pandemic started and we are doing the very best we can, so thank you for your patience and understanding. Contrary to what you might read or hear in the media, we have continued to offer face to face appointments throughout the pandemic and continue to offer appointments outside of normal office hours. We also face unprecedented levels of electronic communication and requests from patients and are doing our best to deal with these promptly.'

Dr. Dhillon and Partners

Our GPs have consulted:

August 2021: **1483** patients

August 2020: **1238** patients

August 2019 (pre-pandemic): **707** patients

Our Nursing Team have consulted:

August 2021: **948** patients

August 2020: **791** patients

August 2019 (pre-pandemic): **772** patients

We offer a range of appointments

Telephone, video and in person appointments are now available to all patients.

Even though we may not see you face to face, it is important that you are ready for your consultation at your given time. If you are not ready, it may mean that you will miss your appointment and will have to rebook it.

It is important that you tell our trained reception team the reason for your call. Certain conditions such as changing moles, lumps and bumps, children under 5, stomach pains, rectal bleeding, ear infections, blood tests, dressings, injections and smear tests will always be offered a face to face appointment.

What you can do to help:

- Tell our trained receptionists why you are calling. Our receptionists are not being rude when they ask you what the reason for the appointment is, they just want to make sure that your issue is dealt with correctly.
- Does your condition come under a list of minor ailments that might be better suited for treatment directly from the pharmacist?
- Please understand that we cannot always deal with multiple issues in one go.
- If you have concerns about your hospital appointment or care please contact them not us.