

Following the announcement from NHS England we would like to inform you of the practice position on appointments.

Honley Surgery has seen and continues to see patients for face to face appointments, home visits, blood tests and nursing appointments as clinically necessary.

Important changes were made at the start of the pandemic to the appointment system to protect patients and staff from the threat of covid-19 whilst ensuring we provide continuity of care. Appointments are telephone consultations, video consultations and e-consults which the clinician assesses and then arranges a face to face appointment as clinically needed.

We continuously adapt our appointment system in response to patient needs.

Although cases of covid-19 are lower nationally, they remain high in Kirklees and this must be taken into consideration when planning face to face appointments.

As a team of hard working professionals we strive to provide the best care we can, as safely as we can.

All of our staff have experienced the same things that you have in the pandemic whilst working harder than before. Our staff are being subjected to escalating online and verbal abuse. We ask that you are considerate of our staff wellbeing when contacting the surgery.

We continue to support all our patients as much as we are able to within the constraints imposed upon us by the pandemic and its effects on the wider NHS services.

We would like to thank you for your ongoing support.

Regards

The Team at Honley Surgery.