Overwhelming Demand at Shere Surgery

16th May 2021

Dear Patient,

Many of you will have noticed that we have not been able to offer our usual level of service in the last few weeks. Often, in the middle of the day, we have been reaching our capacity for non-urgent requests and had to take only urgent cases for the rest of the day.

This is the result of a **huge** increase in demand, compounded by a nationwide **shortage of doctors.**

This is true up and down the country, with **many surgeries at breaking point.**

None of the doctors who work at Shere has ever known a situation like this and we want to reassure you that we are doing our absolute best to help care for you as well as we can in the circumstances.

Before you get in touch, please ask yourself whether self-care, talking to a pharmacist, or walk-in centre may be an option.

**Of course, if you have a medical problem and you need our help we will be here for you.**

It really helps us if you lodge your request as early in the day as you can. If a particular doctor has been helping you with a problem, it is often very important to remain with them for continuity - this helps everyone. The website will tell you which days the various doctors are working.

We know it is far from easy for our patients and we are very grateful indeed for your patience and understanding as we navigate through these extremely turbulent times.

Many thanks indeed,

Shere Surgery