

14/05/2021

The voice of frontline doctors

Dear Dr Nikki Kanani and Mr Ed Waller

It is extremely disappointing to see the [latest SOP](#) from NHS England which comes at a time when General Practice is at a crisis point.

[DAUK](#) have been speaking out for months regarding the unsustainable pressures in GP workload. Practices are not coping with the [current demand](#) and this latest communication will only worsen this and reinforce the anti-GP rhetoric in some sections of the media who believe that GP's have been closed all year.

This latest statement, which suggests that patient choice of mode of consultation should be prioritised, once again shows a complete lack of understanding for the complete sense of overwhelm and difficulty frontline GP teams are currently experiencing managing patients safely in primary care.

We simply do not have enough resources, staff or space to offer everyone who would like it, a face-to-face appointment. We seem to have forgotten that pre-pandemic there was an average 3-to-4 week wait to see a GP. Triage and digital solutions should not be dictated centrally but utilised at the discretion of each individual practice in order to manage their particular community and population.

We are not yet out of this pandemic, and social distancing measures remain in place, and encouraging patients to bypass the safety measures put in place to limit transmission of COVID-19 is risky. Your letter has left GPs feeling despondent and unsupported at what is for many the most difficult part of their careers to date.

We have several ideas regarding potential [solutions](#) to access and workload, and once again, we would welcome a meeting with yourselves to discuss these matters further.

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