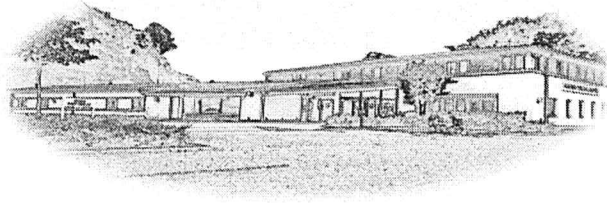


Dr C F L Thomas  
Dr J L Denholm



Academy Medical Centre  
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Tel: 01307 462316

Dear Patient of Academy Centre

26 May 2022

We are writing to you to keep you aware of recent changes at Academy Medical Centre. On the 7<sup>th</sup> April 2022, after many years of dedicated service Dr Kay MacCallum retired as senior partner. She has not left medicine and will continue working in a number of medical roles, including locums at Academy Medical Centre.

Dr James Denholm has stepped up from his previous salaried role to join the Academy Medical Centre partnership with Dr Caroline Thomas. Dr Jason Twin is continuing to work as a salaried Doctor. Sadly we have been not yet been able to recruit another permanent replacement but we have arranged to be supported by an excellent team of regular locum doctors.

We have gone to great lengths to recruit General Practitioners but it is a reflection of the nationwide crisis that we have been unable to do so. We are continuing to explore all options for recruitment of doctors or nurses to enhance our ability to delivery the best care we can to our patients,

We recognise that there are many areas where we could improve, and in particular understand that it is difficult to access appointments. Whilst continuing to work in teams of Doctors, Nurses, Health Care Assistants and administrative staff, we intend to make some changes to improve access to booked appointments. Sadly like many GP surgeries we may have to prioritise care by assessing patients according to needs to maintain safe limits.

By continuing to triage our calls, signposting to trained specialists, such as physiotherapist for joint problems, community pharmacy for some minor illness conditions, mental health peer support worker for new mental health issues and to social prescriber for non-medical socio-economic issues; and using all the available clinicians at our disposal, we aim to provide the highest standards of care as fairly as possible.

Sadly we have to recognise that at times we have not fulfilled some of your reasonable expectations and for this we apologise. Our aim is to move forward together and develop Academy Medical Centre to become one that we are all increasingly proud of.

With best wishes

Yours sincerely

Dr Caroline Thomas and Dr James Denholm