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Binfield Surgery

Terrace Rd North

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Bracknell

RG42 5JG

26 September 2022

Dear Patient

GP at Hand; Livi Healthcare; Push doctor etc

The Partners discourage you from using any of these services.

We have no comment to make about the quality of any advice that you may receive, but we are bound to point out that we have 54 years of experience between us as partners, longer as qualified GP's, and longer still as qualified doctors.

These services are not able to arrange a face-to-face appointment, or to action any investigations, and will refer you to us. In all cases, we will want to discuss the matter with you, and we will come to our own conclusion as to what is indicated.

Tel 01344 286264 www.binfieldsurgery.co.uk

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We will not feel bound to follow any advice or recommendation that they give, and we will prescribe or refer in accordance with our own opinion and will take responsibility for the same.

You will therefore get a better and faster service by approaching us directly with all your concerns. We will return your phone call on the same day that you ask us if you call before 10am, which is not the experience of a large majority of patients locally and nationally.

We are working hard to deal with the 20-30% increase in demand that we are experiencing since the end of the pandemic. Many patients feel that by using a private GP service they are saving us work – actually, it increases our workload, because we will have to call you and discuss the matter anyway, and frequently explain why we do not agree with the recommendations of the private service.

The Partners

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