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## Important Patient Notice: Changes in Practice Services

Dear Patients,

As part of our commitment to providing the best possible care and ensuring the sustainability of our services, our practice is making some important changes. These changes align with collective actions supported by GP partners/contractors across the country and are endorsed by the British Medical Association (BMA).

### Key Changes Effective from 1 August 2024

The surgery will no longer be able to provide services that we are not contracted to provide as goodwill, this includes below services. Patients will be advised where a service is out with our contract and redirected.

#### Important Services to Highlight:

**1. Post-Operative Wound Care:**

- We will no longer be able to offer wound care for post-operative wounds.
- Patients will need to return to their secondary care provider for this service.

**2. Daily Contact Limit:**

- To ensure quality care, we will limit our daily clinical contacts to the recognized maximum of 25 contacts per GP per day.
- This will help manage our workload and ensure each patient receives the attention they deserve.

#### Why These Changes Are Necessary

The BMA conducted a non-statutory ballot, in which 70% of eligible GP partners/contractors voted. An overwhelming 98.3% voted in favour of taking collective action to save general practice. This is a crucial step to pressurize the Government to provide the necessary investment and workforce needed to reset general practice.

#### Our Commitment to You

We understand these changes may cause some inconvenience, but they are essential for maintaining the quality and sustainability of our services. Our practice will continuously monitor the situation and keep you informed of any further actions.

#### Supporting General Practice

The BMA is urging GP partners/contractors to take actions that are safe, sustainable, and put pressure on the Government to negotiate a new contract that benefits both patients and healthcare providers. We have been actively engaging with the new Secretary of State, sharing our vision for the future of general practice, and will continue these discussions.



**Dr Mallard-Smith**  
**Dr Roberts**  
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We appreciate your understanding and support as we navigate these changes. Our goal remains to provide you with the highest standard of care.

For more information and updates, please refer to the BMA's official communications.

**Thank you for your cooperation.**

Sincerely,

Dr Mallard-Smith and Partners

1<sup>st</sup> August 2024

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