

GP STAFFING UPDATE

We are excited to announce that Dr. Sarah Osmond has officially joined Thornhill Medical Practice as a permanent partner on April 1st.
We are pleased to welcome her to our team and look forward to a great future with her.

We are aware that there has been some concern within the community regarding overall GP staffing at the practice.
We would like to reassure you that we are trying our best to recruit another permanent GP and have recently advertised this post.

On the whole, Medical recruitment in the UK is becoming more difficult. Rural posts in areas like Dumfries & Galloway are even more challenging to fill with several other regional practices also short of doctors.

This was reflected in our previous advertisement for a GP around Christmas time which did not result in a suitable permanent candidate being available.

In the meantime, Dr. Priya Chandra has come on board for a few months whilst awaiting the commencement of her permanent post in Kent.
Dr Chandra is currently in India getting married and will be back for just a few days before moving down to Kent with her husband at the end of April.

As a result we have been required to employ various locum doctors to ensure we are able to provide sufficient access of care for our patients.

Current waiting time to see a doctor for a routine problem is 2 working days which is below national average and better than regional average.
Patients with more urgent problems still get seen on the day, as they always have.

Unlike many practices, patients can book a routine appointment up to 4 weeks in advance and we offer more telephone consultations than other surgeries.

If you wish to see a specific doctor however, in particular Dr. Ishmael or Dr. Osmond, there may be a slightly longer wait for a routine appointment. This is because Dr. Ishmael & Dr. Osmond are required to manage the day to day running of the practice, including a large volume of paperwork, as well as attending to all of the results, letters etc generated by locum doctors.

In addition, Dr. Ishmael looks after Thornhill Hospital on a daily basis and Dr. Osmond currently only works 3 days a week.

We acknowledge that it is not ideal to be using a number of locum doctors as it does not allow for continuity of care. Seeing the same doctor is good for both the patient and the doctor and often leads to a more satisfying consultation.

Unfortunately, we do not have any alternative at present and we appreciate your patience while we continue our search for another permanent doctor.

It must be stressed, however that we will not be appointing any doctor who we feel is not suitable for the role or we have reservations about their capabilities.

Until we are able to attract a safe, highly skilled candidate who we feel with complement and strengthen our team, we may be forced to continue using locum doctors.

If you have any concerns or are unhappy with the service provided by any clinician, whether they be permanent or a locum, please express these concerns in writing to Mrs. Wendy Howat, Practice Manager. It is only by receiving this feedback that we may be able to improve the already robust service we provide to you.

We would again like to express our genuine excitement at welcoming Dr. Osmond to our team. We are fortunate to now have two doctors who are permanently and whole heartedly committed to providing you with the best possible service for many years to come!