

# THE ELMS MEDICAL PRACTICE

## UPDATE- September 2021

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Since the beginning of the pandemic we have **closed our front doors** and asked patients to ring the buzzer if they need help or need to access the building.

This will remain in place – there are still huge numbers of covid-19 infections and we need to do all we can to protect patients and staff who are within the building. We see the most vulnerable and ill people and it's critical that we keep the surgery safe.

If our staff become infected, we have to start closing down our services and cancelling appointments.



However, despite the pandemic, the closing of our doors, and sickness of staff, the number of patients supported has not decreased through the pandemic at approximately **2,000 per month**. In July and August 2021, **this increased to 3,600 patients**.

Obviously there were some highs and lows when lockdown happened, but overall we have worked hard to provide to support to everyone who needs it.



The number of patients seen face to face was roughly **2,200 per month** before the pandemic and **was 2,300 per month in July and August 2021**.

In addition, The Elms and Highparks practices have together delivered 25,000 vaccines to our patients.



We are dealing with over **9,700 calls per month** – this has increased from before the pandemic, and although there is still huge frustration amongst our patients with waiting for calls to be answered, we have also introduced our **online e-consult** form which can be found on our website. [The Elms Medical Centre \(elmsmedicalkent.nhs.uk\)](https://www.elmsmedicalcentre.nhs.uk)

If you are able, you can use this form to request advice or book an appointment. For general non-clinical queries that are NOT concerned with appointments or medication, you can use the email [elms.admin@nhs.net](mailto:elms.admin@nhs.net)