



# We will keep going

We have faced many challenges during the COVID-19 pandemic - and this continues today

GP practices have seen numerous staff shortages through isolation and illness, which has put additional pressure on remaining staff.

# 31%

Despite this, practices are offering 31% more appointments compared to pre-pandemic levels.

There are many different health professionals now available who can help with some conditions, improving access to GP appointments for those with complex needs.

By speaking to you first on the phone, we can make sure you get the care you need from the right person at the right time.