

Monday 27 September 2021

To all primary care staff working in North Central London

Dear colleagues,

Once again we are writing to thank you for all your hard work in what are difficult and complex times. We are incredibly grateful for the commitment you continue to show in supporting patients through one of the most difficult periods in the history of the NHS.

We know that you are at the front line of dealing with patients who are worried, unwell and often frightened. You have not only provided excellent care to patients, but have continued to deliver the largest vaccination programme in the history of the NHS, an incredible achievement we would like to recognise and celebrate. As of this week, over one million people have been vaccinated across North Central London thanks to your efforts.

Unfortunately however, we know that in some cases, patients have not treated you and your colleagues with respect and courtesy. This is unacceptable and will not be tolerated. We know that the vast majority of the public are polite and considerate but that difficult situations persist. No staff member should be made to feel intimidated or abused simply in the course of delivering their professional role and I want to reassure you that we will do everything we can to support you.

To help tackle this, we have launched a public-facing campaign specifically for general practice, making it unequivocally clear that abuse of NHS staff will not be tolerated. This features materials to support practices in tackling the abuse of staff and explaining to patients how practices are working differently. You can access these materials at: <https://gps.northcentrallondonccg.nhs.uk/supporting-general-practice-in-tackling-abuse>

As part of our campaign we will work with our health and care partners, local authorities, councillors, MPs and wider stakeholders to share our campaign and ask for their support in sharing our message. We will continue to work with primary care to support you during these difficult times and to ensure that training and support is available to equip you with tools you need when dealing with patients who may have challenging behaviour.

If you need help with stress or anxiety it's important to know that support is available. Keeping Well North Central London is a mental health and wellbeing project here to support our health and social care staff and is available at: www.keepingwellncl.nhs.uk

Thank you again for all that you have done and continue to do.

Yours sincerely,



Dr Josephine Sauvage, Chair
NHS North Central London CCG



Frances O'Callaghan, Accountable Officer
NHS North Central London CCG