Dear Dr Phipps,

I am writing to give some feedback on your work and that of the St Johns Way Medical Centre - I know I have told you some of this over the phone but thought I'd write an email in case this is of help to you and your team with any upcoming appraisals.

Dr Phipps has recently supported me through a period of severe mental health problems, combined with the onset of peri-menopausal symptoms. Specifically:

* She has provided expert care on a range of symptoms that have been complex and interdependent and therefore difficult to treat - such as my low moods and whether they have been caused by the onset of peri-menopause, my mental health or the challenge of circumstantial events over the last few years.
* She has flexed her approach, enabling me to find the best course of treatment and this has provided a holistic treatment which has helped to combat all the symptoms of my illness/menopause and not just the key, debilitating ones.
* She has provided consistency of care over time, ensuring she is familiar with my situation which has undoubtedly helped.
* She has made quick decisions on treatment for me which has been really important. I don't know if this is the same for many other mental health patients, but for me, the deterioration crept up on me slowly and then was suddenly overwhelming; it was really helpful at that point to get really quick medical treatment.

I can honestly say that this treatment has been a game changer for my quality of life at home, at work and, by extension, that of my children, as my mental health has improved dramatically as a result.

I would also like to mention that at a point of crisis for me back in August, the receptionist who answered my call recognised my vulnerable situation and kept me on the phone while she contacted Dr Phipps and they together put a plan in for an emergency appointment a few days later. I don't know her name (sorry) but would also like to extend my thanks and feedback to her and the front desk team.