

Dear Patient,

As you are probably aware, we recently installed a new telephone system that should ultimately alleviate the problem, but it is unfortunate that the installation of the new system coincided with the end of a significant change in the lockdown process and instead of around 500 calls per day, we actually received around 3,800 calls a day. A significant number of these calls were linked with the easing of lockdown restrictions as well as a significant number of our patients wishing to visit our practices.

We may well have been able to cope with this but at exactly the same time we were inundated with several thousand calls from other practices who were unable to cope with the delivery of vaccinations and again we apologise that you were inconvenienced, but at the request of the Sussex Clinical Commissioning Group, we were asked to ensure public safety by delivering vaccines to a much larger catchment area and this resulted in heavy demand. We have since rectified this and informed the practices that require our help to not use our telephone system.

Although not pertinent to the issue, you might wish to know that we have now vaccinated over 26,000 local people and this clearly is a public safety priority.

In the meantime, we can only apologise for the poor performance of our system and wish to reassure you that we have put steps in place to rectify it and the situation has already improved with waiting times being sampled routinely and an average waiting time received yesterday of 9 minutes.

Clearly, we still wish to improve on this but whilst COVID is still an ever present problem we may still experience some peaks and troughs in the short term.

Please remember that our staff are trying their best and are here to help you so please be kind in these difficult times.


Assuring you of our best intention to give you the service you should justly expect from us.

Yours faithfully,

Nigel Grinstead  
Chief Executive Officer

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