

PARKER DRIVE PRACTICE & PATIENTS

We are submitting a petition, please see following sheets, from some of the patients who would normally be seen at the Parker Drive Medical Centre. We could easily get more to sign.

We are very displeased and angry about the ongoing situation regarding this remaining closed for such a long time – over a year. Yes, we understood that measures were taken due to the COVID crisis and the fact that face to face patient appointments could not be given. So, having to deal with us in a different way. However, while you have had to deal with us in this way, we also have had to deal with this limited service.

We understood that service could only deal with patients by phone. We have had information that the Practice was going to re-open in June, then July and now we are hearing that this will not happen until September.

THIS IS UNACCEPTABLE

Patients, when they were asked to go for blood tests or other matters, have had to travel, often, all the way to the Melton Road Practice in Thurmaston. Those who do not have cars or cannot drive have had to take at least 2 buses to get there – which could take over an hour or more travel time or pay expensive taxi charges.

WHEN ARE YOU PLANNING TO OPEN THE PARKER DRIVE CLINIC?

Some of us are elderly and with health problems and this situation is NOT helping. It is STRESSFUL & FRUSTRATING. Thousands of us are affected and we haven't any contact or update on the situation. Not even a simple notice posted on the door at Parker Drive Centre to keep us updated.

In trying to even get through to you on the phone is time consuming and frustrating. Often having to wait for over an hour or more – e.g., waiting, waiting, from number 33 get to number 2 then being cut off! You need to improve your quality of service and the way we are treated. This has happened to many of us.

Dentists are seeing their patients face to face, so WHY then can doctors cannot at least see patients?

Dentists have to be VERY close to their patients, you do not have to unless absolutely necessary.

We appreciate the hard work you do but this situation is not good for the thousands who rely on your Parker Drive clinic. We want an improvement in the way we are treated.

Please get it open now.

We intend to send copies of this petition to our MP, the council, the local health authority, Patients Association and The Care Quality Commission.