

OAKHAM MEDICAL PRACTICE – PATIENTS PARTICIPATION GROUP

OMP-PPG, c/o Oakham Medical Practice, Cold Overton Road, Oakham, LE15 5NG

Web: <http://www.omp-ppg.org>

Email: info@omp-ppg.org

02 June 2018

Dear Dr Hansford,

We have to bring to your attention a significant amount of annoyance suffered by your patients. These problems have been highlighted numerous times to the Practice but little notice appears to be taken. Displeasure has been voiced at our public meetings to both Dr Bietz & Ian Razzell. We have also received mail from our members to further reinforce the wide spread anger felt.

THE TERRIBLE STATE OF THE CAR PARK HAS TO BE RECTIFIED BEFORE WINTER SETS IN.

There should be no more prevarication over the need to do it; the PPG Group and supporting patients urges you to please take immediate action. The conditions experienced last winter were a serious hazard to patients, particularly the elderly. We believe that the car park is not fit for purpose and constitutes a serious accident and health risk to all users. Expecting customers (*aka patients*) to endure flooded battlefield like conditions each winter and after heavy rain is unacceptable.

It does not need us to explain the consequences to OMP, both reputational and financial, of an accident to any patient, whether young or elderly, caused by the disrepair of the car park.

The clinical reputation of OMP is high and we hear few criticisms of the core activity—primary health care. That is fantastic and your staff deserves recognition. However, the importance of facilities maintenance cannot be ignored any longer.

We look forward to receiving your unequivocal assurance that work will commence without any further delay.

Yours sincerely,

OMP-PPG Committee & Members

CC: Ian Razzell/PPG membership

N.B. Please reply to the Chair, OMP-PPG (via Lizzie Jones) or email info@omp-ppg.org