

## London GPs and General Practice Staff

**Date:** 5 July 2022

Dear General Practice colleagues,

Thank you for your immense hard work and selflessness in serving your patients and communities in the capital throughout the awful COVID-19 pandemic.

We know just how challenging this has been for GPs, nurses, administration staff, and others in your practices providing care and support. And you responded magnificently to the COVID-19 pandemic, developing a range of innovative solutions to provide advice and treatment safely using telephone and online consultations, expanding rapidly in a way few believed possible, alongside face to face. You have helped slow the spread of the virus by enabling people to seek care from home, as well as reducing vulnerable people's risk to exposure.

The pandemic has, directly and indirectly, increased the health and wider wellbeing needs of our communities, and GPs and their teams have stepped up to provide this additional care safely, effectively and with compassion. Every GP practice in London is caring for more patients than ever before, whose needs are increasingly complex. Yet public satisfaction with GP services remains very high. As expert generalists in whole person care, at a time when the physical and mental health of Londoners has been tested to its limits, you deserve to feel very proud of what you have done and continue to do to maintain and protect the health and wellbeing of Londoners. Often, we are aware, at considerable cost to yourself and your loved ones.

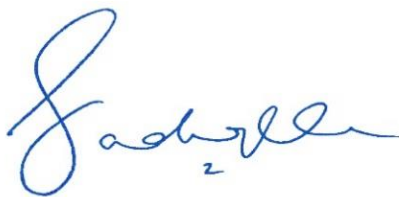
We know that every member of the general practice team has worked harder than ever. We know that the ongoing workforce crisis in general practice has been exacerbated by the impact of COVID-19 on practice teams, with even fewer GPs and nurses available at a time when backlogs in other settings have increased demand on local teams.

You should be incredibly proud of your role in the success of the vaccination programme across London, a programme that could never have been delivered without general practice. It has been a monumental effort to vaccinate so many Londoners in such a short period of time, and the citizens of London owe you and your staff a huge debt of gratitude, with more than 4.3 million people receiving their third/booster dose and more than 88 per cent of adult Londoners having had their first dose. Official figures show that practices have consistently offered more appointments than pre-pandemic, and London's GPs have delivered huge volumes of COVID-19 vaccinations, responding to acute need, offering pro-active and preventative care and, embedded in local communities, playing a key role in mitigating the disproportionate impact of COVID-19 on our capital's most vulnerable and disadvantaged communities.

We are committed to highlighting the incredible achievements of London's general practice teams and being allies of hard-working practice staff, condemning abuse and calling out inaccurate and anti-GP statements whenever and wherever found.

We recognise your diligence, commitment and your need for support and pledge that we will continue to call for adequate funding and conditions for the general practice workforce in the capital. Working together, we can champion and deliver safe effective services that continue to meet the needs of the diverse communities we all serve.

Yours sincerely,

A handwritten signature in blue ink, appearing to read 'Sadiq Khan', with a small '2' written below the 'n'.

**Sadiq Khan**  
Mayor of London

A handwritten signature in blue ink, appearing to read 'Michelle Drage', enclosed in a thin blue rectangular border.

**Dr Michelle Drage**  
Chief Executive, Londonwide LMCs