



# Londonwide LMCs

The professional voice of London general practice

## Comment on NHS England letter about face to face GP appointments

We have issued the following comment from Dr Michelle Drage, CEO, Londonwide LMCs, in response to NHS England's letter to GPs about the provision of face to face appointments during the Coronavirus pandemic:

"London's GPs and practice teams are dismayed at the media coverage on Sunday and Monday this week referencing pre-released briefings from NHS England about face to face appointments in general practice. Our colleagues have been working flat out to keep their services as safe and accessible as possible during the Covid-19 pandemic.

"NHS England in its Covid-19 Standard Operating Procedure mandates all surgeries to undertake virtual triage of patients as their first point of contact, to minimise the number of patients having to be physically brought into surgeries to be examined, and to operate NHS infection prevention and control measures. Contrary to media myths and over-dinner discussions, London's practices are not closed. To enable safe face to face appointments when clinically needed, necessary entry restrictions at the front door and measures to control footfall and circulation to ensure the safety of our staff and patients – just as in hospitals - do not mean practices are closed. Far from it."

Press office contacts can be found [here](#).