Dear patient,

We are writing to provide you with an update on our service improvements at The Light Surgery.

Increasing our focus on face-to-face appointments

Undoubtedly the COVID-19 pandemic meant we needed to change the way we delivered care to our patients. Although our service stayed open throughout, we also used Livi, a dedicated video consultation platform, to support the growing need for virtual appointments.

In the last few months, we've noticed a significant change in how our patients would like to see us, where more face-to-face appointments are being requested, and Livi is being used by patients far less. In addition, feedback from patients suggested frustrations with having to have repeat or follow-up appointments following a Livi consultation. If they had seen a clinician directly with the surgery, this could have been avoided.

Based on this, we've decided to end our use of Livi from 30 November. Instead, we'll focus our investment on increasing face-to-face appointments at The Light Surgery to ensure we can prioritise in-person care to meet the requirements of our patients.

Patient choice will continue

We understand that some patients may still prefer to have virtual consultations, which will still be possible.

We also offer eConsult via our website (<https://onemedicalgroup.co.uk/surgeries/the-light-surgery#surgery-location>), which provides the option of appointments but can also ensure particular issues such as medication changes can be dealt with without the need for an appointment.

The changes to our service make sure we can be flexible with care options and continue to offer alternatives to in-person appointments where appropriate and preferred.

We'll also continue to offer extended hours of care at the practice and via our partnership with Leeds Student Medical Practice on both Saturday and Sunday mornings.

**The Light Surgery:**

* Monday**8am – 6:30pm**
* Tuesday**7am – 8pm**
* Wednesday**8am – 6:30pm**
* Thursday**7am – 8pm**
* Friday **8am – 6:30pm**

**Extended hours are available from** [Leeds Student Medical Practice](https://www.leedsstudentmedicalpractice.co.uk/):

* Saturday**9am – 1pm**
* Sunday**9am – 1pm**
* Selected bank holidays**9am – 1pm**

The increase in face-to-face appointments will ensure capacity for patient care continues to grow. However, we ask our patients to be aware that winter pressures impact the entirety of the NHS, so we would recommend that you register for our online services. By doing so, you will benefit from online booking and ordering of repeat prescriptions via our website. To register for this service, please bring 2 forms of identification into the surgery to set up a unique log-in and password.

If you would like to discuss the changes further, please email us via [thelight@nhs.net](mailto:thelight@nhs.net).

Kind Regards

The Light Surgery Team