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Dear GP colleague,

Working together in the pandemic

Pandemic COVID-19 is placing massive demands on all sectors in the NHS.

I have been in General Practice for thirty years and usually work as a frontline GP, but I am now working in YAS HQ in their control room, helping to triage calls and helping to put primary care thinking into YAS preparation for COVID-19.

From my experience so far, for some patients, it is vitally important that I can speak to the patient's GP. During OOH this is not usually a problem, but during daytime hours it can be very difficult to contact GPs. YAS has a directory of "bypass" numbers but a lot of these are out of date or non-functional, whilst others are the public numbers leading to a delay in me being able to speak to a GP. Being able to speak quickly to a clinician in the practice can make a big difference to the care that YAS can provide to your patients.

It would greatly improve our combined care to patients if we could have up to date numbers for all practices please. Ideally these should be **genuine bypass or emergency only numbers** that give us priority access to a receptionist who can take a message.

I should be grateful if you could, as a matter of urgency, update/confirm your bypass number on this email - yas.clinicaldirector@nhs.net

Talking to a GP can improve the care we provide to patients, prevent an unnecessary admission and avoid use of an emergency ambulance that could instead be attending someone else who really needs it.

Please do this for the benefit of your patients.

Please contact me if you would like to discuss this.

B. T. Wyatt

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