

Thank you...

To say that this year has been a challenging and turbulent time for us all is an understatement. We have dealt with uncertainty, fear, sickness, and in some cases the tragic loss of loved ones and colleagues. This has been whilst continuing to provide our primary care services. The pandemic has truly been a significant challenge for everyone working in primary care.

We are writing this letter to thank you. Thank you for your hard work, your determination and resolve in working through this difficult time. Thank you for your patience, your kindness, and continuing to offer our patients the very best in medical care. Thank you for supporting each other and working with your teams and Primary Care Networks to keep our services running through the most uncertain of times. We cannot thank you enough for what you have done these past few months and as we head into the winter and the most ambitious mass vaccination programme of our lifetime, with undoubtedly further challenging times ahead, we thank you for continuing to do what you do.

We thank each and every one of you, from the cleaners keeping our workplaces Covid secure, to our reception and administration staff dealing with worried and uncertain patients, to our practice managers who have adapted our processes to keep us safe. We thank our fantastic clinical teams across practices and primary care networks including our nurses, HCAs, ANPs, Physician Associates, Pharmacists/Dispensing staff, Paramedics, Physiotherapists, trainees, salaried GPs, Locum GPs, GP partners, primary care network Clinical Directors for continuing to deliver an excellent level of patient care in difficult and unprecedented circumstances. Without every single one of you we could not have continued to keep running our amazing primary care services.

We recognise that during these tough times we all need support and taking care of our mental health is paramount. The ShinyMind app is a fantastic resource for accessing wellbeing and mindfulness tools. This is available for all staff in primary care staff across Herefordshire and Worcestershire. You can access this **by registering for the app via <https://bit.ly/HWShinyMind> and downloading the app**. Another means of accessing support is from our mentoring team and if you would like further information about this please email our workforce team at hw.workforce@nhs.net.

Once again, thank you for everything you have done and continue to do throughout these truly extraordinary times.

Simon Trickett

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