

Staff news

We are delighted to welcome back Dr Kate Rowley at Greystoke following her time with us as a GP trainee in 2019. Here she is to introduce herself...

I was a trainee GP at Greystoke in 2019 and I thoroughly enjoyed my time at the practice; I am delighted to now be back at Greystoke as a salaried GP.

I graduated from Newcastle University in 2014 and completed my postgraduate training in the North East too.

Outside of work I enjoy spending time in the countryside running with my dog.

Dr Rowley will be working Mondays, Wednesdays and Fridays at the practice.



Editor's note—we do not require staff members to own a Cocker Spaniel or a dog for that matter—it is simply a very popular choice of pet for staff who work at Greystoke! :-)

Current patient access

With the ongoing Covid 19 pandemic we continue to experience high levels of demand. Whilst some of this has been mitigated by the employment of staff as outlined in this newsletter, demand remains at exceptional levels. Sadly practices across the country are receiving increasing levels of abuse (both verbal and physical) from patients with comments such as,

'If I die it will be your fault.'

'The doctor should not be on holiday, I need to speak to him.'

'You're absolutely useless the lot of you.'

'I pay your wages so give me what I want.'

These are just a few of the comments practices are receiving and it is our reception staff who bear the brunt of these calls. Whilst we are fortunate that we have not endured any acts of violence, we have had a number of cases where patients have been verbally abusive and we insist that this must stop.

Please be kind to our staff and continue to be patient and work with us. Thank you for your support.