  
**NOTE TO PATIENTS**

**Throughout 2021 the aggression and rudeness towards our Reception team has reached an unacceptable level and the Partners must consider the Health & Wellbeing of its staff.**

**In recent weeks the Receptionist dealt with 1800 telephone calls in one day and the practice could certainly not function without them.**

**Please note that Len Valley Practice will not tolerate any aggression towards its staff and if needed will be speaking to these patients directly.**