**Template letter to PPG**

Dear {PPG)

Recently a GP in Surrey, Dr Gail Milligan, took her own life. While more details about the circumstances that led to this tragedy may unfold in time, it is clear from the information we have that Gail faced intolerable pressures in her working life as she strove to provide the care her patients needed.

[10th September 2022 is World Suicide Prevention Day](https://www.iasp.info/2022/08/04/world-suicide-prevention-day-2022/). To mark this, we want to spend time on 9th September 2022 reflecting on the loss of colleagues, and to focus on the wellbeing of our practice staff. We also want to spend time identifying how we can protect ourselves from similar burn out.

We are writing to inform you of our plan to reduce our service for {insert time period} on 9th September 2022. During this time, we plan to answer the phone for urgent matters only. We will use this time for reflection, education, and planning.

We hope that you can support us in this plan, and would welcome your input into future planning to make our services safer for both us and you, our patients.

Yours

**Script for answering machines for practices**

“Thank you for calling {practice name}.

At this this time our phone lines are open for urgent matters only. If you have an emergency please call 111 or 999. If your query is about a non-urgent matter please call back after X AM/PM, or if it is urgent matter with this practice please press (1) to speak to one of our team. We are sorry for any inconvenience this may cause and thank you for your understanding.

Please call back at [time practice open again]”