**WGP Patient Participation Group Update - December 2020**

**Review of the last Update published in September 2020 and matters arising.**

The Update was circulated.

DB and SC met with MD and MS in September to review the latest developments at WGP, to ask the questions raised by yourselves under A.O.B. and to follow-up on the questions raised by patients in Westbury arising from the White Horse News article published on 3rd. September. Copies of replies to the latter two were circulated to members. SC hopes that you found them useful.

Changes are constantly happening at WHHC and at Bratton to keep up to date with the Official Guidance. MD will outline these later in the Update.

**Proposed Dates for Full Group Meetings 2021.**

Hopefully, full group meetings will be-able to re-start sometime in 2021 and SC thought that the dates should be decided upon even if they have to be changed to a written Update nearer the time.

* Tuesday, 23rd. February
* Tuesday, 8th. June
* Tuesday, 7th. September
* Tuesday, 7th. December

Dates for Sub-Group Meetings will be announced when small group meetings indoors are permitted again.

**Surgery Update**

The Practice have had to make numerous changes throughout the year to meet with the ever-changing Covid19 guidance. We have had to monitor and reduce patient footfall (and staff presence) within the surgery and have had to implement various systems to facilitate this. At Bratton we have separated the patient attendance from prescription collection and this has worked well. At WHHC, we have installed an intercom system to regulate entry to the surgery and have just taken delivery of 2 porta cabins which will be used for suspected covid19 cases in one and high volume appointments (e.g. Phlebotomy) in the other. We have had a very successful ‘Flu Campaign this year with the uptake from patients in the “at risk” groups being slightly higher than usual. We had to hold our drop in flu clinics over 2 weekends to ensure appropriate social distancing, but this seemed to work really well. We will be providing flu vaccinations to patients aged 50 – 64 in the coming weeks under the new guidance and direction from NHS England. Look out for more details on this after 1 December. We are also waiting for more information and guidance relating to the Covid19 vaccine which we will be offering as soon as this becomes available and is cascaded to primary care. Again, please do follow our website and social media accounts for updates.

In staff news, we have unfortunately said goodbye to Dr. Alice Gallen, Nurse Caroline Stewart, receptionists Kayleigh and Ria, and handyman Vic Ladd. Nurse Rosemary Noble will also be leaving us soon as she will be taking her well-earned retirement after 30 years working in the NHS, We wish them all well.

We are delighted to have had Dr. Camilla Johnson start with us in November and we have 3 additional GPs starting in January! We have completed a round of reception interviews and will be welcoming some new staff there shortly. We have also had Sue Oakey start with us as a minor illness nurse and Frannie Eden-Hamilton in an Advanced Nurse Practitioner capacity.

We would like to thank all our staff and patients for their support and patience in a very difficult and challenging year. We hope that all the measures we have all taken as a country as well as the vaccine will enable us to return to some semblance of normality in the coming months.

We wish you all a happy, healthy Christmas and a positive, prosperous New Year.

**A.O.B.**

* Thank-you to members who contacted SC with suggested questions or topics to be included within the Patient Survey 2020. DB and SC met with MD and MS and discussed these along with amendments suggested by DB. Questions will relate to both Covid-19 and non-Covid-19 times. The Surgery are going to add some questions related to patient well-being at the end. MD and MS hope to publish the Survey during November.
* SC hopes that the suggested dates for 2021 are acceptable to everyone. If they are not please let her know. She thinks that it is highly likely that the one planned for 23rd. February will be replaced by an Update.
* SC proposes that the normal AGM scheduled for 23rd. February 2021 should be cancelled. The Officers and Sub-Group elected at the Full PPG Meeting on 25th. February 2020 have not yet met and it seems sensible to continue with the same members for 2021 – 2022. Hopefully, they will be-able to meet at some stage during that year. If any members disagree please contact SC directly (01373 864401 / [carpenter7@btinternet.com](mailto:carpenter7@btinternet.com)).

**Date of Next Meeting:** Your guess is as good as mine!!!