**WGP Patient Participation Group Update - December 2021**

**Review of the last Update published in September 2021 and matters arising.**

The Update was circulated.

Since the last Update, WGP have carried out a very successful ‘Flu Vaccination campaign and are in the process of giving Covid-19 booster vaccinations to all eligible patients. We are extremely fortunate in still retaining two Covid-19 vaccination centres in Westbury. Many have closed in the surrounding area. However, SC is well aware that, as a result, it is becoming increasingly more difficult to book appointments locally. Just keep persevering!!

At last, the new WGP website is up and running!! There is still work to be done on it but it is very impressive so far and, once familiar with it, SC is sure that patients will find it easier to navigate.

Covid-19 infections are now very high in Wiltshire and the proposed face-to-face group meeting scheduled for Tuesday, 7th. December has had to be cancelled. We can only hope that the situation will improve in 2022 and our group meetings will return to normal.

No further matters of A.O.B. were notified to SC.

**Proposed Dates for Full Group Meetings 2022.**

Hopefully, we will be-able to re-start full group face-to-face meetings next year. SC thought that the dates for these should be decided upon even if they have to be changed nearer to the time.

* Tuesday, 22nd. February (A.G.M.)
* Tuesday, 7th. June
* Tuesday, 6th. September
* Tuesday, 6th. December

Dates for Sub-Group Meetings will be announced nearer to the time.

**Surgery Update**

Covid vaccine – The Partners have opted to continue to offer the Covid-19 vaccine as a service to our population. Unfortunately, appointments need to be booked via the National Booking Service. So far we have delivered in excess of 50,000 Covid vaccines.

We are offering a respiratory clinic alongside our usual Acute care team appointments for on the day to try and meet the anticipated demand for these appointments. So far these have proved really successful in a bid to help manage demand for on the day appointments.

We have also introduced a new service, simply called poly clinics. The idea behind this is a recall system whereby we manage those patients with multiple chronic disease to try and create a “one stop” appointment system consisting of multiple different level clinicians. This has also proved to be very successful and will hopefully become a permanent fixture as part of our appointment system.

We are delighted to welcome Lisa Cole, an experienced Advanced Nurse Practitioner to the practice.

We recently held a very successful coffee morning for all carers. This was run by our two new social prescribers and was a very successful event both for the individual carers as well as for the practice to gain further information and add to our current carers’ register.

We are also very proud to have been accredited as a Veteran’s friendly practice.

**A.O.B.**

* Many of you will have seen the WGP statistics that MS published at the start of the 2021 Survey. However, I think they are worth sharing again with yourselves:

Between 1st November 2020 and 31st. October 2021 the practice team answered 133,267 telephone calls this is a call average of 2,563 calls a week, 513 a day. Telephone calls made by the practice team to our patients was 175,463 which is an average of 3,374 calls a week, 674 a day.

In regards to appointments, during the same period, 139,841 patients were seen for face-to-face appointments, an average of 2,689 a week, 538 a day. 57,204 appointments were carried out by telephone or video consultation, 1,100 a week, 220 per day.

These figures are very impressive and demonstrate how hard the WGP team has worked over the last year. (A perception not shared by a number of patients!) SC suggested to MS and MD that these figures should be published in the White Horse News. MS agreed to do this when she shares the results of the 2021 Patient Survey.

* DB and SC met with MD and MS in September to decide on the questions to be asked in the 2021 Patient Survey. To make it more manageable and pertinent, we have reduced the number of questions and have just invited comments to be added at the end of the Survey. The Survey is running on-line from mid-November to mid-December. By 22nd. November 2021, over 1,500 replies had been received.
* MW contacted SC to ask how he could obtain a paper version of a Covid-19 Pass.

SC replied that she had applied for hers on-line.

If you Google – NHS Covid-19 Vaccination Pass – it should come up with the direct link to this on the NHS website. You can either apply for a digital one or, if you scroll down to the end, you can apply for a paper copy. SC applied for the latter and it was very easy. She had to provide her NHS Number, her date of birth and her address. At the time, it said that SC should receive it through the post in 5 days. She actually received it in 4 days!! It details your first and second jabs - when, where, type, batch number etc. (They may add your Booster Vaccination now.)

If you are not on-line, you can obtain a NHS Covid-19 Pass by ringing 119.

* IH has been contacted by patients telling him that when they telephone WHHC they are still in the queue for a long time and then are being cut off. Is this still an on-going problem?

We have sought support from our telecoms provider and the problem appears to have been resolved. Calls were getting stuck in a queue for receptionists who had already logged off but were showing as still available.

* IH has been contacted by patients who have been asking for an appointment to see a Doctor but have been unable to get one. Why is this?

This is a difficult question to answer without knowing details. We have many different clinicians apart from GPs and some ailments are better dealt with by nurses or HCA. We have also introduced a respiratory clinic which runs every day to manage capacity on the day. This has proved very effective so far.

* SC – a neighbour of mine is not on-line so has to order her repeat prescriptions through the POD. Last Friday afternoon (19.11.21) - as she hoped a “quiet” time - she rang and was told that she was number 75 in the queue! It took 30 minutes before she got through. She has not had to wait as long before – is there a reason for this?

Not that we are aware of although I know many areas and departments have been hit hard by staff illness. We have not heard of any hotspots or reasons for delay in service.

She also asks - Is there a way that elderly patients, not on-line, could still take their repeat form into the local pharmacist of their choice and obtain their medication that way?

This is not something that is currently offered as it was stopped by the CCG. If anyone has any specific problems, please do contact our practice pharmacist who will look at options depending on the types and quantities of medication.

**Date of Next Meeting:** Fingers crossed……maybe…….Tuesday, 22nd. February

 at WHHC at 6.30p.m.????????

 If it goes ahead this will be the A.G.M. It may be that this

 will need to be postponed to later in the year.

 We will let you know much nearer to the time!!!!