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

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

The Update was circulated.

No amendments were received on the suggested dates for meetings in 2021. Whether these will take place or whether Updates will have to replace them remains to be seen. Hopefully, meetings may be possible towards the latter end of the year.

Nobody contacted SC about her proposal that the Officers and Sub-Group elected at the AGM in February 2020 should continue for another year. Therefore, this will happen and hopefully they will meet later in the year if and when small group meetings are permitted.

The Patient Survey 2020 was completed and MS has reviewed the results and drawn up an Action Plan from them. These will be published on the WGP website. Overall the responses were very positive and indicate that, although patients may not like the changes that have had to be made due to Covid-19, they accept them and support them.

**Surgery Update**

We are working really hard towards delivering the Covid-19 vaccine in line with Government guidelines. This is taking a tremendous amount of planning and management as well as actual clinical work. We have had valuable input from volunteers and staff from the Army which has helped somewhat. Initially, we started doing all vaccination work over the weekends, but as soon as we were able to place some reliance on the delivery frequency, we were able to schedule most of the clinics during the week. Where possible, Astra Zeneca vaccines are administered in the porta cabins whilst the Pfizer vaccine still needs to be delivered from within the surgery due to the requirement for the patient to be observed for 15 minutes post vaccination. We are very proud of the hard work and dedication of all our staff in delivering the vaccine.

We have recently recruited a Mental Health Nurse who will be starting work in the coming weeks. We have also been very fortunate in having recruited 4 new GPs :

Dr. Camilla Johnson (f) – 4 sessions

Dr. John Overton (m) – 8 sessions

Dr. Charles Andrews (m) – 6 sessions

Dr. Vanessa Jessop (f) – 6 sessions

We have also taken on a caretaker 3 mornings a week and 4 new receptionists.

We are continuing to receive unprecedented numbers of calls and e-mails regarding Covid-19 vaccinations alongside our usual call volumes and this is having an impact on telephone call waiting times. As usual, the busiest time for the telephones is in the mornings and, where possible, patients should try and call in the afternoon for routine queries.

We continue to provide all our usual services, some of which we are delivering in a different manner for example by e-consult or video calls.

Many thanks to all our patients for adhering to the guidelines and regulations as set out by the government which we have had to enforce and for their understanding in what has been a very difficult period for us all.

**A.O.B.**

* When the last Update was written the whole of the Covid-19 vaccination programme was at the planning stage. Since then, a very successful campaign has been followed and SC has heard many comments in praise of the efficiency with which this has been carried out by the Surgery. Congratulations must go to all WGP staff in the rolling out of this and, in particular, to Jane Bartlett for her masterminding of the whole process. Jane has many years of experience in organizing ‘Flu Vaccination Clinics and she has put this to very good use in the present crisis.
* Thanks to AH for writing to the White Horse News in praise of his vaccination experiences. I am very pleased that his letter was published in the edition of 4th. February 2021 and I am sure that it echoes the thoughts of many WGP patients. This was very much appreciated
* JP rang SC recently. She understands the need for the Porta Cabins in the car park at WHHC but she is wondering if there are any plans to change some of the “ordinary” parking spaces near to the Main Building to spaces for Blue Badge Holder spaces? This has already been done and the parking spaces opposite the original disabled parking have now been designated as “disabled bays”.

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