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

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

The Update was circulated.

Since the last Update, it has been rather a roller coaster as far as Covid-19 is concerned. At the moment, case numbers seem to be rising very rapidly even in this area and, although double vaccination gives protection against serious illness, it does not mean that we are immune to catching it. Thus, even though back in June, I was very hopeful that we would be-able to hold a face-to-face meeting in September, the decision not to hold one but to issue a further Update was correct. It is far more important to keep us all safe rather than to be sorry after the event.

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

**Surgery Update**

Dr Edwards returns from sabbatical on 1 September 2021. We have recruited a new Advanced Nurse practitioner and are currently out to advert for a new IT lead. Unfortunately, Dr Andrews has left us as he was offered a Partnership position closer to home. We wish him the very best in his new role. We are advertising for a new GP and have had some encouraging responses.

We have welcome 2 new training doctors, Isabel Hiskett is a foundation doctor and with us for four months, and Dean Hannay is in his second to last year and with us for 6 months.

We are nearing the end of the Covid vaccine program only to begin planning the flu campaign for September / October. We are trying to do the majority of the flu vaccines within the working week, as many weekends are being used for the 2nd vaccinations. Please keep your eye out for updates via text, Facebook, WHN etc. We await guidance on the phase 3 or “covid booster” and as soon as any information is available, will share with you via every medium available. The booster is only likely, from initial information, to be offered to those at risk patients i.e. the same patients who are eligible for flu vaccines.

I am hopeful that the new website will be up and running in the very near future and can only apologise for the outdated information on the current website. We are working very hard to get this done.

We are looking forward to the possibility of seeing you all for a face to face PPG meeting soon.

Many thanks Mark

**A.O.B.**

SC has been contacted by members with regard to the following:

* J.P. How are the ‘Flu Jab vaccinations and the Covid-19 boosters (if required) being organised at WHHC this autumn? - See above
* I.H. A few patients have contacted I.H. with regard to difficulties with the telephone system. One patient in particular called WGP midweek and was told that he/she was number 20 in the queue. This gradually reduced to number 2 in the queue but then the patient got cut off and had to start all over again. Is this a common problem and, if so, are the Surgery trying to rectify it? – We are hoping this has been rectified, and if this continues please feed back to us so we can look into this again.
* V.S. If a patient telephones the Surgery with symptoms of a water infection are they automatically asked to take a sample to the Surgery? Not always it will depend on the patient’s history, usually it is a telephone call with a clinician and they will decide the course of action for that patient. However, we have just started booking face to face appointments for most patients with this issue.
* SC would like to think that our meeting planned for Tuesday, 7th. December at WHHC will be-able to go ahead. However, this is by no means certain and a decision will need to be made much nearer to the time. If it is to go ahead, members will be informed in plenty of time.
* If a face-to-face meeting is not possible, SC will write a further Surgery Update.

**Date of Next Meeting:** Fingers crossed……maybe…….Tuesday, 7th. December

 at WHHC at 6.30p.m.???????? We will let you know!!!!!