

## **Practice Update December 2021**

Following our latest Patient Participation Group meeting, we have listened to feedback and will be making some changes to GP sessions from January 2022. We will set aside specific appointments for the under 2s and the over 70s. We know that these particular patient groups have more need for on the day appointments and often find all available appointments have gone by 8.45 each morning. Patients over the age of 70 are less likely to use alternative digital services and rarely use our E Consult service.

### **Flu/ Covid Booster News:**

This year we have worked together with 2 local surgeries – Shipston and Hastings House- to deliver both our flu vaccinations and Covid boosters. We joined forces and put on regular clinics over the last 2 months at Ettington Village Hall. We have now closed the Ettington site and all remaining vaccinations will be done from the Lomas Suite at Stratford Hospital.

We have had a good uptake of flu vaccinations and vaccinated over 85% of over 65 year olds. We had more people coming forward for a flu jab in the under 65 age group than in previous years to the extent that we ran out of vaccinations. We have now sourced some more and stock permitting we will continue to offer everyone who comes for a Covid booster a flu jab at the same time.

The Covid booster campaign as you know was ramped up in December and currently everyone that is eligible for a Covid booster (i.e. at least 3 months has gone since their second vaccination) has been invited. 70% of our population that is due a booster has already been vaccinated – and more will have their appointments over the coming 2 weeks.

We recommend anyone that is eligible for a booster takes the opportunity to get one – the hospital are reporting that those being admitted and severely ill are mainly those who are unvaccinated.

If you think you are eligible and haven't received an appointment, please telephone our booking line on 01926 962718.

## **Nursing Update**

Have you had all of your routine immunisations?

### **Pneumococcal Vaccine**

Those over 65 years old and those of you with long-term health conditions such as Asthma or Diabetes are entitled to a Pneumococcal Vaccine.

Most people only need a single vaccination to give lifelong protection.

Pneumococcal infections can lead to serious conditions such as pneumonia, blood poisoning (Sepsis) and meningitis

For more information: <https://www.nhs.uk/conditions/vaccinations/pneumococcal-vaccination/>

### **Shingles Vaccination**

You are eligible for this vaccine when you are aged 70-79 years old

For those of you previously unable to have this live vaccine there is now a non-live vaccine available called Shingrix.

For further information: <https://www.nhs.uk/conditions/vaccinations/shingles-vaccination/>

If you think you may have missed having either of these vaccines then please contact reception

Reception News:

I would like to welcome four new members of staff to the Reception team: Kate Griffin, Sarah Wilson, Annie Castle and Maxine Amphlett. I have personally been with the Practice now for almost 23 years. 2021 has been without doubt the toughest year yet so all credit to my team for getting to grips with a new role during the pandemic and all the challenges that has brought.

Our phone lines are exceptionally busy from 8.30 to 10.30am, especially on Mondays. We had a record 230 calls on a recent Monday morning. If your call is not urgent, please try and call later in the day. We do have pre-bookable appointment slots for non-urgent issues. We can also offer E Consults- on line consultations -available on our website. Also an Extended Access service based in the local area offering evening and weekend appointments.

We have also introduced a new call back service on our telephones. When you phone in, you will be given the opportunity to be called back by us rather than wait in a queue.

We do really appreciate your patience and kind words to the Reception team during such a challenging time.

Thank you

Tracy-Anne Frayne

Senior Receptionist

## DISPENSARY NEWS

The last date to order your prescription to guarantee it will be ready before Christmas is Friday 17<sup>th</sup> December 2021.

Please remember to allow THREE WORKING days for us to process your prescription.

We are receiving a high number of calls from patients to order prescriptions. We do not take prescription orders over the phone, please order via the NHS app, via patient access, via our online web form on our website, or by dropping your repeat slip into the surgery.

**We would like to wish all our patients a Happy Christmas and peaceful New Year. Thank you for all the positive comments received in our recent Patient Survey, we really appreciate your support.**