

## OCTOBER 2020 NEWSLETTER

### Flu Vaccines

Our flu vaccines should arrive by 1<sup>st</sup> October. We aim to complete vaccination of all those under 65 in at risk groups and those over 65 who wish to be vaccinated during the month of October. We can only offer the vaccination to the extended cohort of patients in the 50-64 year age group from the beginning of November – this is in line with national guidance and we cannot do anything about this. We have to ensure the most vulnerable are protected first. The government's extension of the age range came too late for additional vaccine to be ordered.

The optimal time to receive your flu vaccine is from the end of September through to November. We understand some patients are under the impression that pharmacists are vaccinating our patients on our behalf. This is not the case – other providers are offering the flu vaccination independently. You may have your flu vaccine from whichever provider you choose.

### Surgery upgrade

Due to COVID-19 we are looking to upgrade the surgery premises at the end of November beginning of December. This includes a total refurbishment of the nurse's treatment room and new flooring and sinks to the 3 consulting rooms. There will inevitably be some disruption to the practice whilst this is being carried out but hopefully this will be minimal.

### Car Park

During the flu clinics it is essential that the practice parking spaces and the area in front of the building are kept free for those attending the flu clinic. We will be vaccinating from gazebos and can also vaccinate through car windows if mobility is an issue (open them first ☺).

### Potential Covid-19 Disruption

We rapidly became aware on the morning of October 1<sup>st</sup> that a pharmacy company had sent a text to many patients advising that you order your prescription from your GP and collect any outstanding medicines from the pharmacy as soon as possible.

This was done without the knowledge of the GPs or the CCG.

A retraction email was sent later the same day.

Please ignore the first message and order your prescriptions as you would normally. If everyone orders when not required it will be the 'toilet roll' scenario again.

Please only order what you need when you need it.

### Contacting the Practice

We hugely appreciate the way in which patients have embraced all the necessary changes due to COVID and have supported the practice. There has only been the occasional complaint. However this has greatly increased the ways in which patients can contact a doctor directly for things they would normally speak to reception about. If you need to speak to a doctor, please book a telephone appointment through reception – rather than email the doctor to ask for a telephone appointment. Please phone reception for results rather than email the doctor asking for the results etc. If you have a minor self-limiting illness, please consider the pharmacy as a first line or visit the practice website where you will find a lot of useful advice.

E-consults should be for patients who would otherwise have booked a F2F appointment. Sick note extension requests can come through e-consult or footfall or telephone.

Thanks again for all your support and understanding.