

News from Bottisham Medical Practice Patients' Participation Group

Thanks: We have received two further generous donations and hopefully will soon purchase the Doppler machine and possibly another item that the surgery need as well.

Update from the Practice

Appointments: The Practice continues to offer on the day appointments which are initially carried out via phone or video. Where there is a clinical need, patients are invited in for a face to face consultation. All patients are now being to enter via the main entrance and exit via the fire exit at the other end of the corridor to try and maintain a one way system. The waiting room has now opened up again with four patients allowed to wait in this area at one time. We ask patients wherever possible to attend the surgery on their own.

Reception: We now have a member of the team on the front desk to help you as we have had glass screens installed. On the days that we are short staffed though you may be required to ring the bell for assistance.

We currently have one less pair of hands to answer the phones and would like to say thank you for your patience. We are encouraging all patients to register for online appointment bookings where they have the facilities to do so. We release appointments at midnight for booking that day. You can select a phone or video consultation. A new phone system is being installed at the end of September which means we will be able to have a better overflow system so additional members of the team can help answer phones during busy times.

Dispensary: At the start of the pandemic the dispensary was overwhelmed with patients ordering repeat medications which caused long queues and huge pressures on the service. We are very grateful to the volunteers who assisted the practice in providing a full delivery service during lockdown and patients were extremely appreciative of this. When lockdown eased the logistics of this became more difficult due to volunteers going back to work and patients not being in to receive deliveries.

We are in the process of implementing a permanent delivery service and are aiming to get this in place over the next couple of months. The practice acknowledges the feedback from patients regarding queuing outside for medication and we hope this will offer a solution to the issue and provide you with a convenient service. We will provide more details about this service in the coming weeks.

In the meantime, if anyone is struggling to get their medications, please contact the practice so we can put appropriate arrangements in place.

Can we ask anyone picking up an acute prescription to wait 3 hours before collecting if it has been generated via a phone or video consultation. This will ensure that the prescription has been received in dispensary and dispensed. If you cannot pick up your medication, please let the GP know so we can put arrangements in place to get your medication to you.

Social distancing is a challenge in the dispensary and we do have fewer staff working in the actual dispensary because of this and so we are continuing to work to a five day turnaround time. This also means where there are supply issues it provides us with

additional time to get drug supplies in. Please can we ask patients not to attend the practice until the 5 days as this helps reduce delays in serving at the dispensary.

Flu clinics: We have now received the first batch of child flu vaccinations. Patients will start to be contacted the week commencing 14 September. We ask that only one parent attend with the child for their appointment.

We will be receiving our first delivery of adult flu vaccinations on 22 September. Invitation letters will start going out week commencing 14 September to patients who are eligible. We have scheduled in four Saturday clinics through the autumn. 3 October, 17 October, 24 October and 21 November. Lunchtime clinics will take place in the week through the autumn and winter and the logistics of these are just being finalised at the moment. We will be operating clinics slightly differently and you will receive a form which you will need to bring with you for your appointment. Full details will be in your invitation letter.

Thank you: The Practice would like to say a huge thank you to all our patients for your support during this very challenging time. All the changes mentioned above are to ensure the safety of both patients and staff and ensure we can provide continuity of service.

Bottisham Patient's Participation Group.