

1<sup>st</sup> November 2022

Dear Prescott Surgery Patient,

We are getting in touch to update on a number of issues at the practice and which may be of interest to you.

### **Flu vaccination**

Firstly, we would like to highlight that we still have plenty of appointments available for flu vaccination for eligible patients. All patients aged 50 or over and those in a clinical risk group are eligible for a vaccine. If you are unsure if you are eligible, this link may be helpful:

<https://www.nhs.uk/conditions/vaccinations/flu-influenza-vaccine/>

We are sending out text messages in batches to eligible patients and these contain a link that allows you to book your appointment directly. If you don't have a mobile phone or would prefer to book directly, please contact us on 01939 260210 or pop into the surgery.

### **Dispensary**

Our dispensary is now back to being fully open between 8.30 am and 6.00 pm. We are fully staffed again and steadily catching up on the backlog. Thank you so much from the team for being so patient during this difficult period, we hope our services will be completely back to normal early in the New Year.

### **Online Patient Access**

You may be aware that from today, 1<sup>st</sup> November 2022, NHS England are planning to switch on complete online access to patient medical records. This would allow patients to view the existing information which includes medical diagnoses, medications, allergies and results but in addition, patients would also have full access to all consultation data and letters entered into a record from the 1<sup>st</sup> November onwards. This has caused a significant degree of concern for many GP practices including ourselves as GP partners are legally responsible for the safe use of patient data as a result this facility has not been switched on at a national level. We think full access to medical records would be very helpful for the majority of our patients but we are concerned that this may cause harm for certain patient groups and in certain situations. Although we can identify certain groups of patients who may be at risk from having full access to their records, we do not feel we can identify all potential at risk patients without more time to do this. We also need time to put processes in place to protect patients.

### **Face masks**

As covid 19 infection rates have recently risen in Shropshire , we have reinstated face mask wearing for staff and patients in the practice a few months ago. This is not a legal requirement but we are mindful that we have significant numbers of vulnerable patients visiting the practice and we also feel

this will protect our staff too. We have struggled for several months with low staffing levels and this has had a knock on effect in the service we have been able to offer our patients. If we can reduce illness in our staff, this should contribute to helping us improve our level of service we offer you. We politely request that patients wear a face mask when visiting the practice.

### **Patient Survey**

We are currently conducting a survey amongst all registered patients to seek your views about a potential new surgery and how you currently access the surgery. If you could spare a few minutes to complete the survey, this would be very helpful.

<https://prescottsurgery.co.uk/prescott-surgery-patient-survey/>

### **Practice Manager**

Unfortunately, our recent recruitment process has not resulted in the appointment of a new manager. We are planning to advertise again early in the New Year but in the interim, Dr Guildford is taking on some of the management responsibilities, ably supported by our Assistant Practice Manager Jenni Green. We are also indebted to our previous Practice Manager, Nick Storey who is providing support until a successor is found.

With best wishes

Dr Guildford, Dr Stone & Dr Booth