

Lockdown 3

**We hope that our patients are keeping safe and well during the latest pandemic lockdown. Information and support for patients can be found on our website, which is continually updated. We are open as usual throughout this time.**

**We would like to say thank you to all of the patients who have embraced the changes we have needed to implement, for example doing their own BP readings, sending photographs, completing online questionnaires and learning with us the new ways of working with video calls and website and email communications.**

**We would like to request that patients remain respectful to our staff, as we have had incidences where patients have been verbally abusive and extremely aggressive, in particular to the receptionists and volunteers manning the door to ensure the building is kept safe for vulnerable patients being seen. We have a zero tolerance policy for such unacceptable behaviour, when our staff have been continually working over and above their normal working hours to meet the needs of patients throughout these unprecedented times.**

Covid-19 Vaccines Update on Vaccine Clinics:

The enormous efforts of staff at the surgeries and the North Cotswold Primary Care Network team have resulted in the vaccination of approximately 4,800 first doses of Covid-19 vaccinations for patients registered with the North Cotswold practices. Vaccine deliveries and, therefore, clinic appointments have often been at short notice so we would like to thank our patients and staff team for working so hard to support this programme to date. The majority of patients aged over 80, patients in nursing and residential homes and their staff have been vaccinated, along with the commencement of housebound patients last weekend. We have not wasted a single drop of vaccine and, in order to ensure this, we were also able to offer some patients aged over 75 the vaccine. Please be reassured that, when we are notified of delivery dates, we are inviting patients according to priority group, by telephone, text or letter to offer a vaccine.

Why has my second dose been rescheduled?

The UK Chief Medical Officers have agreed a longer time frame between first and second doses (up to 12 weeks) so that more people can get their first dose quickly, and because the evidence shows that one dose still offers a high level of protection after two weeks. This decision will allow the NHS to get the maximum benefit for the most people in the shortest possible time and will help save lives. Getting both doses remains important so we would urge people to keep their appointment for the second dose when offered. If you are in a priority group, please wait for your GP surgery/NHS to contact you about your vaccination.

Scam texts

We are inviting patients via text to book in for their covid vaccine but will never ask for bank details or payment as the vaccine is free of charge. For our patients, the text will be from Campden Surgery. Scam texts are also circulating so please be vigilant for these.

### **Staff changes**

We welcome a new Senior Dispenser, Kay, who joins us at the end of January and is an experienced Primary Care dispenser.

We also welcome a new Medical receptionist, Anita, who joins our reception team in mid-January.