

Spring Covid vaccination boosters

The Spring Booster vaccine will be offered to all eligible patients registered at a Practice in the North Cotswolds, clinics will be held from the Four Shires Medical Centre, in Moreton-in-Marsh during some weekends in late April and May.

Invitations will be sent out by text message/telephone calls with a similar booking service as offered previously. Please make sure your contact information is correct with your registered Practice. The campaign will be for over 75s, patients in Care Homes and those who are immunosuppressed.

Patient Participation Group Annual Meeting – Statement from the Chair Sue Pritchard

Thank you to everyone who attended the Patient Participation Group (PPG) meeting on 4th April, it was good to see so many of you. Thank you to all of those who provided feedback prior to the meeting, on priorities for the practice, the introduction of personalised lists and suggestions for expansion of services in the new premises planned for 2025. Your feedback is invaluable to the practice, particularly as we start to make plans for the new surgery. Dr Degnan has suggested more frequent meetings with the PPG to give patients the opportunity to provide regular feedback on services provided at the surgery and how we can work together to improve the patient experience.

If you would like to be more actively involved with the PPG please contact me by email:

suewildpritchard@gmail.com

Many thanks Sue Pritchard Chair, Campden Surgery Patient Participation Group

Childhood immunisations

Due to a reduction in childhood vaccine uptake in our locality as well as nationally, our Medical Students worked on a project to produce an updated leaflet for patients. This will help to provide information for parents when making this important decision on behalf of their child. Please ask the surgery for our new leaflet, which is also available on our website.

If parents are still hesitant, or have more questions regarding vaccines, please book an appointment with our practice nurse, GP or contact the health visitor. If parents still do not want their child to be immunised, it is vital that they let us know so we can ensure this is documented, otherwise we will continue to contact parents to encourage them to book an appointment.

Staff updates

Rachel, our **Assistant Practitioner**, has left the practice to move to another area of the UK with her family. She will be very much missed by colleagues and patients and we wish her the best for her future life.

Kevin, our **Clinical Pharmacist** who works at the surgery, introduced himself at our patient participation group meeting and explained his role with the practice. Kevin offers booked appointments, which can be either face to face or telephone consultations, and is available for medication queries and reviews. The GP's are asking patients to book routine medication reviews

with Kevin in order to help ease the congestion with GP appointments at present. This will help reduce the waiting time for GP routine appointments.

Access to appointments

We are aware that some patients are unhappy with the current routine waiting times to see doctors. We moved to a personalised list system in April 2022 to try and improve continuity of care for patients. However, patient demand has increased and is much higher than appointment capacity. General Practice NHS funding and workforce is insufficient during these ongoing challenging times - 14% of the NHS workforce is in General Practice compared to 86% in acute and Community trusts. Nationally there are around 2,200 pts per whole time equivalent GP, in Gloucestershire the average is 2,030 patients per full time GP. The BMA recommends 1,600 patients and we have 1,664 pts per full time GP. We provide between 120 - 150 appnts per day for our list size of 5,200 patients. Safe working guidance is for GP's to have 25 clinical contacts per day and we provide this on average excluding any telephone triage clinics for urgent cases (which we have been running since 2017), additional urgent appointments fitted in throughout the day and the GP's are also processing letters, referrals for patients, prescriptions, results and email, website and other queries. We have a full time equivalent of 10 staff working each day which includes Doctors, Nurses, Management, Admin, Reception and Dispensary staff.

The partners are regularly meeting with the Practice Manager and reception staff to try to improve the availability of appointments. We have employed locum GP's when they are available, to provide extra sessions and the doctors are also working extra shifts. We are also looking at recruiting other health professionals to manage some of our demand, within the NHS resources we have available.

We have reviewed our appointment time length and try and answer queries via the website, e-mails and texts to try and take the pressure off the need for appointments.

We are all working very hard to reduce our waiting times and manage the increased need for appointments. We have an active and successful patient participation group and welcome any new members who may wish to provide us with feedback in a constructive way.

Dr Rebecca Zamir, Senior Partner