



Westbourne Medical Centre Newsletter Issue 5 – 1st September 2022



This is the fifth issue of the Westbourne Medical Centre (WMC) Newsletter jointly produced by WMC and the Patient Participation Group (PPG) Committee. The previous issues of the newsletter are available on the WMC website here:

<https://www.westbournemedical.com/index.php/about-us/news>

If you no longer wish to receive the Newsletter, please email your full name and date of birth to wmc.ppg1@nhs.net and ask to be removed from the distribution list.

Please also email us if you have suggestions for topics to be discussed in the Newsletter. We look forward to hearing from you! Please bear in mind that the most up-to-date information can always be found on our WMC website:

<https://www.westbournemedical.com/>

COVID-19 Autumn Booster Programme

The Government and NHS England along with the Medicines and Healthcare Regulatory Agency (MHRA) and Joint Committee on Vaccination and Immunisation (JCVI) have now published details of the Autumn COVID-19 vaccination programme (also called Phase 5). Autumn programme will start week commencing 05 September and will run until the week commencing 19 December. The vaccine most likely to be deployed across Dorset is the Moderna mRNA (Spikevax) bivalent, which targets both the original version of SARS-CoV-2 and the omicron BA.1 variant. NHS England is coordinating the distribution of the vaccine at national level so we will only know for certain what type of vaccine we will be using once it arrives on site.

The recently published guidance dictates the priority in which the various patient cohorts should be vaccinated and we are planning the roll out of the Autumn programme on the understanding that the vaccine will be delivered to us during the week commencing 19 September. Care home residents will take priority and they should be vaccinated within the first 5 weeks of the programme – we are already making the necessary arrangements with each care home. Dorset Healthcare will be contacting all patients that are registered as housebound to make the necessary arrangements to visit and provide the Autumn booster. We will contact and invite all patients in cohorts 2 through to 6 as they become eligible - this includes all those 65 years of age and over along with all individuals aged 16 years to 64 years with underlying health conditions which put them at higher risk of serious disease and mortality.

All patients between 50 years and 64 years of age should book an appointment using the National Booking Service <https://www.nhs.uk/conditions/coronavirus-covid-19/coronavirus-vaccination/book-coronavirus-vaccination/> or by calling 119 where you will be able to book an appointment at either a vaccination centre or a community pharmacy.

We will be running Autumn booster clinics through the week and on Saturdays from September through to December and we will provide the dates of clinics and eligibility once we know when the vaccine will be available.

Please do not telephone the practice to ask when you will be invited for your Autumn booster - we will contact people as they become eligible. We are continuing to receive high volumes of telephone calls across the whole week and we want to ensure people can get through as quickly as possible when they need our assistance.

Flu Campaign this Autumn.

We are pleased to share with you that our deliveries of flu vaccines have been confirmed for week commencing 19 September. The practice team has started planning for the Saturday clinics. Our **Saturday flu clinics** will be held on the following dates:

24 September 2022 at 9am – 13.00

01 October 2022 at 9am – 12.00

15 October 2022 at 9am – 12.00

22 October 2022 at 9am – 12.00

We will be inviting eligible patients to book an appointment for their vaccination with the option to pick preferred date and time. Although, an appointment system should help to keep the queue to minimum, please expect some waiting time may occur.

Social media statistics

Our Facebook page has 458 likes. WMC PPG group on Facebook has 214 members and on Twitter we have 485 followers.

We now have an Instagram page too **@westbournmedicalcentre** with 35 followers so far. Our administrator called Sona who has taken on WMC social media is now creating all the content and posting.

Making appointments online using SystemOnline/Airmid/NHS App

Please note only routine face to face appointments can be booked online using the above systems. For TELEPHONE appointments (routine/urgent) please call the practice on 01202 752550 or visit the main reception desk.

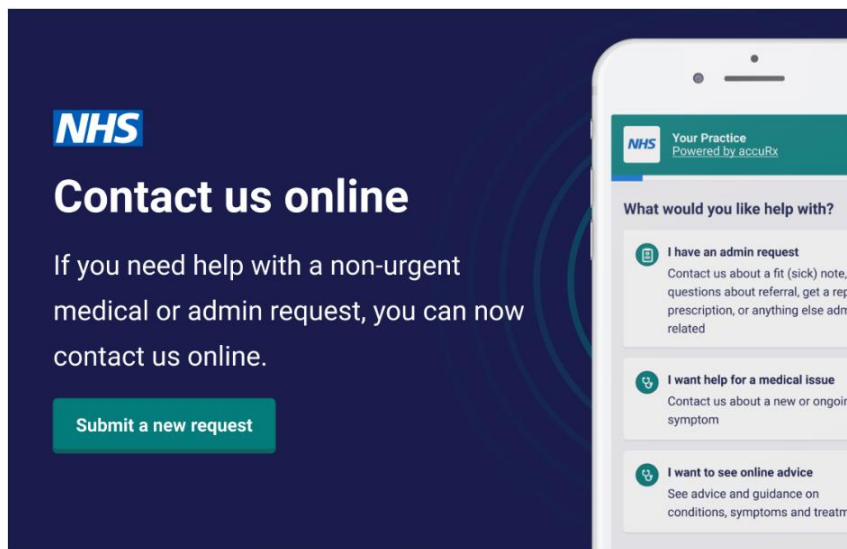
Enhanced access hours

In line with NHSE requirements, from 01 October 2022 we will be extending our access hours as follows:

- **Monday to Friday: 18.30 – 20.00**
- **Saturdays: 09.00 – 13:30**

These are **additional** hours to our core hours. Please book appointments in the normal way.

AccuRx Patient Triage



Brief instructions on how to use the triage system:

Click on **submit a new request** – there will be an option of either administration or medical assistance.

When clicking on medical issue, the system will give 5 questions to answer:

- 1 – What is the problem?
- 2 – How long have you had the symptoms, and have they got better or worse?
- 3 – Anything you are particularly worried about?
- 4 – How would you like us to help?
- 5 – Any times during our opening hours that we cannot contact you?

- It will then ask if this is about yourself or someone else.
- It will then ask to enter the identifiable details of the patient and the person filling in the online contact form.
- It will then ask how you would like to be contacted.
- Then submit.
- The submitted information comes to our Patient Coordinators and is allocated to the most appropriate person in our team.

Wearing face masks.

It is currently personal preference for patients to wear a facemask in the surgery in most circumstances.

However, if patients have respiratory symptoms and attend the surgery for emergency treatment then they **SHOULD** wear a face mask.

Test results.

We will only contact you if the results are abnormal. If you are still symptomatic and the results are normal, please book a routine follow up telephone appointment with your usual GP. To access your test results please register for online services. This is accessible 24/7 and the results will be visible once the Doctor has filed them. Information on how to do this is available via our website:

<https://www.westbournemedical.com/index.php/services/online-services#how-to-register>



Equipment fund for SpiroConnect® PC Based Spirometer

WMC is looking to purchase another Spirometer to help with a backlog of patients waiting for this test. Total cost of this diagnostic solution is £1,362.

Spirometry test is used to help diagnose and monitor certain lung conditions (i.e. COPD) by measuring how much air you can breathe out in one forced breath.

All donations to our equipment fund are welcomed. If you wish to donate, please contact our Practice Operations Manager - Anna Szyfner.

Welcome to new staff

Dr Holly Foster

Kirstine Bartlett – Trainee Advanced Clinical Practitioner

Debbie Hughes – Health Care Assistant supporting our Frailty Team

Ashlea – Practice Operations Support Manager

Hayley – Assistant Manager

Phil - Patient Co-ordinator

Jo - Patient Co-ordinator

Zahra Daya- GP Registrar

Staff leaving

Ben- Phlebotomist

Katie D- Patient Co-ordinator

Linsey Parker- GP Registrar Y2

Carla Thomas- GP Foundation Y2

We are still recruiting- <https://www.westbournemedical.com/index.php/about-us/recruitment>

Patient Participation Group (PPG)



We are very sorry to report that **Sue Fortescue** sadly passed away over the weekend. Sue was a great ambassador for several organisations, including Westbourne Medical Centre's Patient Participation Group (PPG), Huntington's Disease, Alzheimer's Society and the Samaritans. Sue will be greatly missed by all that knew her.

Sue's energy and enthusiasm for making a difference helped the Westbourne Medical Centre PPG evolve into an effective group with the strong voice that it has today. Her unprecedented two tenures as Chair highlighted the level of Sue's passion for ensuring patient concerns and their wider healthcare needs were understood and addressed appropriately.

We are all thinking of Sue and her family during this difficult time.

This Newsletter has been put together by Westbourne Medical Centre staff and the Patient Participation Group (PPG) Committee. The main aim of the PPG is to encourage effective communication between Westbourne Medical Centre and its patients. Any patient of WMC can request to join either the 'virtual' group (which communicates mainly through social media) or the PPG Committee which, in normal times meets every couple of months but which is currently conducting meetings via Zoom. There is more information on the WMC website here: <https://www.westbournemedical.com/index.php/your-wmc>

We also have a WMC PPG Facebook group, which we aim to use to get feedback from patients about WMC services and to disseminate information, such as these Newsletters. The link for the Facebook group is: <https://www.facebook.com/groups/136999118569687>

We also have a Twitter account: @WMC_GP
You might also be interested in the WMC Facebook page, which regularly provides information about WMC services: <https://www.facebook.com/WestbourneMedicalCentre>

We welcome any feedback on the services of Westbourne Medical Centre. Please also inform us of any additional information you would like to be included in the next Newsletter by emailing wmc.ppg1@nhs.net