**West Meon Surgery Patient Participation Group Newsletter – May 2024**

**COVID Autumn 2024 Vaccination Campaign**

Plans are beginning to be formulated for vaccinating patients against COVID in the Autumn of 2024. There are no details as yet but West Meon Surgery has signed up to say we will be vaccinating our own patients. As with last year, we are required to have our COVID vaccination campaign alongside our flu vaccination programme. It is anticipated that the vaccination campaign for COVID will not start until early October, although we will be receiving our flu vaccinations at the very beginning of September.

**Recruitment**

We were sad to say goodbye to Hannah from our Dispensary. We how have Laura who joined the team at the beginning of April, working alongside Amie and Lou.

In April we recruited Ciaran to join our Administration Team, alongside Ally and Katie.

**Additional Clinicians at West Meon Surgery**

We currently have 2 registrars in their final year of GP training:

* Dr Metcalfe is with us until the end of July 2024. John is shortly going to be going on paternity leave
* Dr Okoli is with us until August 2024.

Both registrars will be replaced by new team members and we’ll let you know who shortly.

**Ease of access**

On average, in the last quarter we received 2730 telephone calls per month. The average time it took us to answer your call was 45 seconds. However, if you did have to wait for us to answer the telephone whilst we were helping others, the average wait time was just over 2 minutes.

We have a call back function that allows you to request we call you back but your place is held in the queue. Numbers who use this facility are small.

Each week, on average, we have received 5 e-consults from patients. This is a really easy tool to use to submit concerns you have about your health and is accessible via a link from our website. You will hear back from us within 2 working days, and it may be either a clinician responding or administrator that has been asked to respond.

Our “did not attend” appointment rate remains low this quarter at 1% which means that not many appointments are being wasted by patients not turning up for them. However, we would always ask you to let us know they are unable to come so we can offer any appointments that become free to other patients.

**Cervical Screening Awareness Week 17-23 June 2024.**

During Cervical Screening Awareness Week, we want to raise awareness of how important it is to book in and have your cervical screening (smear test) and to talk about some of the stigmas and concerns attached to having the test.

At West Meon Surgery, we understand that everyone has a different experience of, or worries about cervical screening. We would like to share some advice and tips with you which we feel may help to make you feel more comfortable.

**Talk to your nurse or doctor**

If it is your first cervical screening, or you have experienced anything that could make the test more difficult for you, please do talk to us so that we can endeavour to give you the support you need. If you don’t feel comfortable saying something, you could write it down.

**Ask for the first appointment of the day**

If you feel uncomfortable in waiting rooms, you may want to ask your practice if you can book the first appointment of the day or an early appointment. This can mean it is quieter and there is less time for you to wait.

**Take someone you trust with you**

Take a friend, a relative or ask somebody to stay in the room with you, if this makes you feel more comfortable. We will always accommodate you for your cervical screening – please just ask.

We know that cervical screening isn't easy for everyone. If you are worried about the test or know you find it hard, we are here to support you and answer any questions you may have.

**Surgery Renovations**

Over the last quarter we have been upgrading our surgery. We have redecorated the front lobby, administration room and disabled toilet. We are part way through redecorating the main corridor.

New windows have been installed in the waiting room, Dr Harris’ and Dr Botham’s rooms, and down the side of the building towards the dispensary. Weather and sun had caused the original windows to rot so now the surgery is looking much smarter.

Following the death of the previous Practice Manager, Steve Baxter, we have been working on the Staff Garden to create a space for the team to relax at lunch or take 5 minutes out of their working day if they are struggling. All we want now is the arrival of summer weather.

**Feedback Kiosk**

In reception, we now have a feedback kiosk. This allows you to quickly let us know how we performed when you came to see us. Please feel free to give feedback to us so that we can evaluate how we are doing and identify areas for improvement.