**Long Furlong Medical Centre**

**June 2021**

**COVID-19 VACCINATIONS**

We have now finished all vaccination clinics at Clifton Hampden Village for patients aged 50 and over. During this time we have given over 20,000 vaccines. This was a huge team effort by everybody. Vaccinations for 18 – 49 years can be booked on the national booking service.

**APPOINTMENTS**

* We are fully open but social distancing means we have to operate in a different way to before the pandemic.
* In general we have a ‘phone first’ service for GP appointments. Doctor appointments are initially by telephone and bookable by calling our reception on 01235 522379.
* Whenever possible we deal fully with the issue over the phone, or by video. If a face to face appointment is necessary after a phone call the doctor will arrange it directly with you at the time of the phone call.
* Unfortunately we cannot offer as many face to face appointments as we did before the pandemic because social distancing requirements mean a reduced number of people can be in our waiting rooms at any one time. Face to face nurse appointments can be booked directly through phoning reception e.g. for smears, blood tests and routine immunisations.
* We also offer an online ‘e-consult’ for routine matters. Please fill in our website form which will then be reviewed by of our team who will follow up as appropriate.
* We always have on the day availability for urgent matters.
* Unfortunately, the combined effects of significantly increased demand for routine matters as the pandemic recedes, the need to accommodate social distancing,  our involvement in the covid-19 vaccination programme and a very large number of queries relating to the covid vaccinations, means our wait for routine appointments is longer than usual. We are very sorry about this and our doing all we can to try and improve the situation. If possible please consider if you can manage your problem with help from other sources such as 111, the [NHS website](https://www.nhs.uk/) (which has comprehensive health and self-care information), local pharmacies, opticians and sexual health clinics.
* To give an idea of how busy the surgery is, on average we have **219 appointments per day** and receive on average **365 calls per day.**
* In common with many practices we have sadly noticed there has been an increase in unacceptable behaviour towards our receptionists. We are very grateful to the vast majority of our patients who treat them with respect and courtesy, and we kindly ask that everyone keeps in mind that they are doing their best to help you in very difficult circumstances.  You may be interested in [this video](https://www.youtube.com/watch?v=hAM3fSDq9kA) produced by the Institute of Practice Managers with examples of the abuse GP surgery receptionists face on a daily basis.

**PATIENT PARTICIPATION GROUP**

If you would be interested in joining our group and representing other patients, we would be very interested to hear from you.  Please email Debbie Major, Practice Manager,  **debbie.major@nhs.net****.**