

Dr Vardhan's Surgery Newsletter Winter 2021

Welcome to

our only quarterly newsletter for 2021

(Apologies for the lack of Newsletters for 2021–I blame Covid myself!)

- Talking of Covid: The only way we will beat this pandemic is by Vaccination so get yourself jabbed. Protect your family, friends & the NHS.
- You can check your eligibility for your Covid Vaccination by visiting **NHS.uk** – you can also book on-line, there are various NHS venues available for your convenience.
- If you prefer to use the GP alliance hub at Leigh Sports Village please telephone: **01942 807780** they are very flexible with their appointments and occasionally have walk-in facilities.
- Please do not telephone the Surgery as they cannot book you in.

- To view more information about the Surgery: please visit our Webpage on-line–The address is: <https://www.vardhansurgery.co.uk/>
- **Improved Online Access:** We want to encourage our patients to register for this as it has been invaluable throughout the Pandemic Please speak to a member of staff for help with this. Of course we still have facilities for those without internet access.
- During the Pandemic various forms of communication have been used: telephone consultations, video calls, emails and face-to-face consultations and staff having to work from home, we have tried during these hard times to give the best service we can whilst protecting our staff and patients,
- Doctors, Nurses and staff have all been helping out at Leigh Sports village with the Vaccination programme and obviously some have had to isolate or had Covid which at times has left us short-staffed in the surgery for which we apologise if there has sometimes been a delay in dealing with your problems and hope you have not been too inconvenienced.
- **Patient Survey:** This was shelved during 2020/2021 as was Friends and Family questionnaires but will be starting again in the future.

- **Wigan GP Alliance (Hub)** Out of hours appointments are available to book to see a GP, ANP (Advanced Nurse Practitioner), Nurse or HCA (Health Care Assistant) from 6.30pm until 10.00pm weekdays and between 8.00am and 8.00pm on Saturdays, Sundays & Bank Holidays see the Surgery website for locations.

Call 01942 482848 - 8:00am - 8:00pm daily

<http://www.wiganpalliance.org/>

- **PPG (Patient Participation Group)** is always looking for new members. Patient Participation Groups are not set up to be a 'forum for moaners' but nor are they 'doctor fan clubs'. They are a route for patients to voice and inform the Practice on what matters most to patients and to help identify solutions to problems. We have had a couple of recent successful meetings just to "get going" again; They were both on a Wednesday lunchtime 12-1 and we look forward to hearing from patients who would like to attend in the future. We try and have a meeting once a quarter but will have to see how we go and decide if we need to have more.



- The 2021 **Winter flu** vaccination programme:

September: 241

October: 495

November: 129

- A total of 865 patients with protection for the winter months.

IF YOU HAVEN'T HAD YOUR FLU VACCINATION YET: PLEASE RING THE SURGERY A.S.A.P.

- **Text services:** You can now register to receive information by text message on your phone regarding appointments and health care. If you wish to register for this messaging service please ask at the surgery for the [consent form](#) or complete on-line via the Surgery webpage.
- Dr Nicholas Whitelaw joined us in 2021 he does a few sessions each week.
- **Cancelling Appointments:**



- Please let us know if you HAVE TO cancel an appointments.
- To cancel appointments please use the link on your text reminder or ring the Surgery-please give as much notice as possible.

During the period between 1st September and 31st October the Surgery had:

1) Face to face appointments386 54 did not attend
 (DNA)=9 hours of wasted appointments on an average of 10 minutes appointments. There used to be 14 appointments in the morning and 14 in the evening surgery these have been extended to 17 mornings and 17 evening surgery.

(Repeated DNA offenders may be removed from the Practice list in the future)

- 2) Telephone consultations.....2151 35 did not answer
- 3) Medication issues.....1597
- 4) New patient registrations.....52
- 5) Patient blood results actioned.....3108
- 6) Referrals.....164
- 7) Med 3 (formerly known as "sick notes"...65
- 8) Telephone calls received.....9558
- 9) Letters actioned.....8

Keep Warm & Well this Winter & have a safe Christmas & New Year- we'll be back in Spring.