

Bank Holiday – Monday 19th September 2022

13th September 2022

As we mourn together the passing of Her Majesty the Queen, the surgery will be closed on Monday 19 September 2022. This will allow us to share the celebration of the Queen's life and mark our respect.

Should you require emergency medical care, please call 999, otherwise please call 111 or LIVI. Boots will be open on the day, however Looe Pharmacy & Roberts Pharmacy will be closed.

Thank you

As we remain busy booking covid and flu appointments, we would like to say thank you for your continued patience and understanding, as we appreciate getting through to the surgery by telephone can take a little longer.

Please be assured that additional resource is in place, and we are committed to continue to deliver covid/flu vaccinations locally so that our patients can easily access these.

For those that have called to book already, thank you, as it is wonderful to see that the community are motivated to get vaccinated as soon as possible. If you haven't booked yet, please call on **01503 266 960** (after 10am, option 2).

Reflections

At times like these, we find ourselves reflecting on the enormous sacrifices and support given by our staff who continue to work under unprecedented pressures and are amazing ambassadors for the NHS.

Some notable achievements, include:

- The surgery made the early decision to deliver our covid vaccination programme locally, as we wanted to make the vaccines as accessible as possible, especially as we have one of the highest % of elderly patients across Cornwall.
- In recognition of our determination and commitment, the surgery was repeatedly recognised for delivering the fastest / highest covid percentage uptake across Cornwall.

- Throughout covid we have remained accessible and have seen many patients face to face. Despite being advised that surgeries could suspend monitoring for long term conditions, we also continued to deliver these (where possible) achieving 88% against the suspended target.
- Within a week of launching our 2022/23 covid recall programme last week, we have visited and administered covid vaccinations across all local care homes and have started vaccinating our housebound patients, such is our continued commitment to protect our most vulnerable patients. We also have mass vaccination clinics scheduled at Looe Community Academy, as well as visits to our local pre-schools to deliver the flu vaccines to 2 and 3 year olds.

Of course, we recognise that sometimes frustrations can occur when it takes a little longer to get hold of us, or to get the appointment with the clinician you are seeking. However, we need to be honest. Patient demand is up, GP recruitment is ongoing and we are doing our best under pressurised circumstances, for which (thankfully) most of our patients have been very supportive and appreciative.

However, if you have concerns or would like to provide constructive feedback, you can reach us directly by phone or email oldbridgesurgery.looe@nhs.net

New Initiatives

Our next newsletter, next week, will include some details of new 'preventative' initiatives and we look forward to sharing information soon.

In the meantime, as a reminder to help alleviate pressures, if you are eligible for your next covid booster/flu jab, please call the surgery after 10am so that we can prioritise those that are unwell first thing.

Thank you all,

GP Partners

Old Bridge Surgery