

# Surgery Newsletter

## CHANGES TO OUR FLU VACCINATION CAMPAIGN THIS YEAR

Our Flu Clinics will be a little different this year due to the extra precautions we need to put in place to keep our patients and staff safe from the Coronavirus—Please bear with us!

We will be holding separate clinics for the Over 65s and the Under 65s at risk.

The Government has stated that anyone over 50 can have a Flu Vaccine this year BUT this was before we ordered our vaccinations well over 9 months ago.

NHS England have therefore stipulated that patients Over 65 and those at RISK will be vaccinated first.

We are hoping that further supplies of the Flu Vaccine for under 65s will be made available for the 50 to 65s NOT at RISK—this is NOT likely to be until November.

Our Flu Clinics will be held on Saturdays and are by appointment only. Text messages have been sent out to patients over 65 for September and October. Clinics for Under 65s at Risk will start in October

Clinics are filling up fast, if you have not booked your appointment yet please do so either on-line or by telephoning the surgery.

Please be patient—our lines are very busy.



## Useful Information

Surgery Telephone No:

01329 232446

Out of Hours Service Telephone No:

Dial 111 (NHS 111 Service)

Surgery Opening Hours: Mon—

Fri 8.00am to 6.00pm Telephones

manned until 6.30pm Surgery Fax

No:

01329 282624

Surgery Website:

[www.bridgemarymedicalcentre.co.uk](http://www.bridgemarymedicalcentre.co.uk)

**We close for Staff Training on the 2nd  
Wednesday every month from 12.30  
to 2.00pm**



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## General Practice working through the COVID-19 Pandemic

The past five months have been a real challenge to General Practice as we have come to terms of how we can safely provide a service to you, our patients, whilst keeping you and our staff safe.

Our doors may have been closed but we were certainly not closed. During the peak of the pandemic the demand for GP appointments did reduce as everyone was keeping indoors and avoiding places such as hospitals and GP Surgeries unless absolutely necessary. This gave us a chance to set up new ways of working and for a few months through the high peak of COVID we worked collectively with the other Gosport Practices. As the lockdown has relaxed demand has crept up for GP appointments and contact.

We need to keep the number of Face to Face appointments to a minimum in order to keep patients and staff safe. Social distancing and strict cleaning regimes need to be in place for everyone's protection. We need to consider what would happen if one or two clinicians become ill—how would we cope with patients' needs?

Most of our GP consultations are done over the telephone or via video consultation to reduce the need for patients to attend in person, thus reducing the risk to patients and clinicians alike. This has worked well for all General Practices country wide.

As demand increased it was felt locally that we could provide a better service going back to our own practices to plan and prepare for the Flu Clinics and winter pressures. Should the pandemic spike again we will work collaboratively as required.

Please help us to help you by only contacting the practice if necessary. Consultations can be accessed via our website or the NHS App where you can complete an eConsultation. There are many self-help links on our website to help with advice and guidance.

We will continue to monitor the services we provide and increase capacity as safely as we can when appropriate. Please see our website for further information which is updated regularly.

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### Telephone calls

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We are experiencing a very high volume of calls each day. Last month we had over 4300 calls, averaging at 1100 per week. The staff are doing their best to answer promptly and we ask that you are patient. They will do their best to guide you to the best solution to your issue. Please only telephone for medical issues, not general enquiries.

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### Repeat prescriptions requests

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Please order your prescription requests in plenty of time—allowing **at least 3 working days**. This can be done via the NHS App or our website. If you do not have access to the internet or a smart phone please drop your written request in our letter box or through your chemist. Please do not telephone to check if your prescription is ready—check at the chemist.

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