

## Surgery update

Access to Burbage Surgery is unrestricted after 9.00 am each weekday and we continue to work towards the restoration of our services. We are still working with a total triage model for all requests to see a GP. Any patient who feels they need to consult with a GP will be spoken to on the telephone initially. If a patient needs a face to face consultation after speaking to a GP, the GP will arrange an appointment time for the patient to come to surgery to be seen. Our clinical staff are also using Accurx that enables them to video call patients and for patients to send in images to the practice.

Our telephones are much busier than usual, particularly first thing. We fully understand that patients experience delays and frustration whilst waiting for their call to be answered. However, our reception team will answer your call as soon as they are able and we appreciate your patience and understanding. We have recently expanded our reception team to help with the additional telephone demand. We will be introducing an automated booking system to help with our daily telephone requests from mid-September 2021. We are hopeful that this will improve access to patients who need to contact us for a same day telephone appointment but are unable to call at 8.00 am. This will result in some of our same day appointment availability being released prior to 8.00 am each day. Once we are happy that the system is working correctly, we will look at expanding the automated booking system to provide an alternative option for the booking of other appointments (eg blood tests, Flu)

Wolvey surgery has now re-opened for dispensing services and our delivery service is now only in place for housebound patients. Sapcote and



Sharnford Surgeries remain closed.

Whilst we are aware that Covid restrictions have been relaxed, it remains a requirement for all patients to wear a face covering when attending surgery. We remain cautious over the number of patients attending our surgery and request that all appointment requests are made by telephone. Requests for prescriptions should be made on line wherever possible or by posting your repeat slip in the prescription box at the front of the surgery.

## Covid Vaccination Certificates

We are unable to issue this certificate at the practice.

Please see [www.gov.uk/guidance/demonstrating-your-covid-19-vaccination-status-when-travelling-abroad](https://www.gov.uk/guidance/demonstrating-your-covid-19-vaccination-status-when-travelling-abroad) for further information. Proof of your vaccination status will be available on the NHS app which is also valuable for accessing your health records and ordering repeat prescriptions. The NHS app can be downloaded from <https://apps.apple.com/gb/app/nhs-app/id1388411277> for iPhone or <https://play.google.com/store/apps/details?id=com.nhs.online.nhsonline> for android.

Alternatively you can call the NHS helpline on 119 (from 17 May 2021) and ask for a letter to be

posted to you. This must be at least 5 days after you've completed your course of the vaccine; the letter may take up to 5 days to reach you. Please call 119 for any vaccination certificate related enquiries. To support promotion of the NHS App/ COVID Pass, BT have produced a guide for those with limited digital skills. The campaign, endorsed by NHSE, is encouraging people to help others who might struggle with downloading and using the NHS App. The guide gives details on how to show vaccine status, ordering repeat prescriptions and how to access health advice. You can view the online guide and download printed materials as well, here: [www.bt.com/skillsfortomorrow/home-life/helping-others-nhs-app-guide](http://www.bt.com/skillsfortomorrow/home-life/helping-others-nhs-app-guide)



## Staffing changes

Dr Adela Szrok has now completed her GP training and has taken up a position in Derby. Dr Rajeev Upreti has moved on to the next part of his training. Dr Muhammed Zeeshan has now joined the practice and will remain with us until December 2021. Carol Heath and Susan Davenport have now retired from the practice and we wish them all the best for their retirement. Diane Wightman and Joanna Morris have been appointed as Senior Receptionists and oversee our reception team. We would like to welcome Trudie Watkins and Debbie Smith to our reception team. We would also like to welcome Louise Couzens-Pallender who has joined our admin team.

## Flu

Flu vaccination clinics will again be by appointment this year. For those who are eligible, we will invite our patients to book an appointment in one of our flu clinics.

Appointments will be available to book on line after 13th September 2021 once we are confident that our vaccine will be delivered as scheduled. Please do not attend before your appointment time as social distancing measures have been put in place to prevent overcrowding. Patients will not be asked to complete a flu questionnaire this year. Those who do not fall within the eligible categories for a free NHS vaccination will be able to buy a flu vaccine from their local participating pharmacy. Please see our website for further information.

### Flu Clinic Dates 2021 – By Appointment Only

**Burbage Surgery**  
Saturdays 25th September 2021,  
9th October 2021, 23rd October 2021  
8.00 am to 1.00 pm

**Wolvey Surgery**  
Thursday 21st October 2021  
2.00 pm to 6.00 pm

### Childrens's Flu Dates To be Confirmed

## Covid Booster Vaccination

We are working with local services to put together a plan for the delivery of the Covid Vaccination Booster Programme. We will update our website with further information once vaccine availability is confirmed.

## Coronavirus update

Our surgery website is regularly updated to provide information to patients regarding latest advice regarding Coronavirus. Please also see [www.gov.uk/coronavirus](http://www.gov.uk/coronavirus).

