Hello to everyone

As we approach our Winter months in practice, we are coming to the end of our seasonal flu vaccination clinics.

I am pleased to say that our teams have worked tirelessly in between practice clinics to go out and about in the community and have successfully vaccinated our eligible patients residing in our local care homes and those patients who are unable to leave their homes.

All other eligible patients are encouraged to visit a local COVID vaccination clinic to receive their Autumn booster if not already received.

Information continues to come through to the surgery at a rapid rate from NHS England and changes are implemented to reflect government guidelines in line with practice processes and policies so that we can endeavour to continue to provide patient services and our teams are continuing to work hard adapting to these changes.

Amie continues to lead on our Patient Reference Group meetings going forward as our Practice Duty Manager however the practice PPG is there for you as patients to run and lead on behalf of the patient community so, please do let us know how we can help you to run these meetings regularly and effectively engaging with all patients

Please can you let Amie know via email if you do not wish to continue to be contacted with email updates and / or do not want to be invited to join the meetings.

Please encourage other patients to contact us via email if they wish to join as constructive feedback and suggestions are always welcome as we work together to continue in an attempt to keep our services local and within our community network.

We have had several patient complaints made regarding why we are not open and not working which is very sad and disappointing for the teams and clinicians here who are continuing to work tirelessly covering for staff sickness etc.

Please be reassured that we have locum teams in assisting to support our clinical teams and have increased our workforce to try and keep up with the extremely high demand for appointments at this current time.

We continue to reduce the risk of spread of infection and face coverings are still required whilst in the building.

Our patients will continue to be signposted to the most appropriate services under the direction of our clinical teams to ensure our patients can access the services they require.

Signposting, telephone triage, general enquiries, online requests and face to face appointments all remain in place.

All our meetings will continue via Teams as we now do in practice with all our meetings, however for your December meeting we should like to invite you into the practice for a quick tour and meet the team

Please contact Amie directly on [amie.sutton@nhs.net](mailto:amie.sutton@nhs.net) to RSVP so we can accommodate timings to avoid our busy clinics

As always, we thank you for your support on behalf of our patient population

Kind regards

Sara Heywood

Practice Business Manager

On behalf of the GP Partnership at Longton Health Centre