



COVID-19 Update

I don't think anyone will disagree when we say it has been a very unique year! We have all seen some very significant changes since February 2020 which seems a very long time ago.

We would like to thank you all for your help in contacting us only when necessary in the first month of the Coronavirus pandemic and for adapting to the changes that are now with us.

In accordance with NHSE guidelines we continue to offer all patients an initial telephone consultation with a clinician and then those patients who need to be seen are offered an appointment to be seen by the most relevant clinician.

Our nursing team is very busy seeing patients for procedures that have been assessed as being safe to carry out within the current guidelines with longer appointments in order to maintain strict infection control.

The following table shows the amount of patients who have contacted us over the last few months for an initial telephone consultation. Some patients may have contacted us on several occasions but these figures don't take this into account. The clinical team are currently handling over 200 calls every day.

Month	Number of patients who had an initial telephone consultation
March	1781
April	1692
May	1901
June	1874
July	2125
August	1726
September	1969
October	2012

Unfortunately we don't have access to the number of positive cases of COVID-19 in West Somerset, but we now know that we have positive cases of COVID-19 in West Somerset so therefore it is vital for everyone to maintain good hand hygiene, strict social distancing and the wearing of face coverings in line with government guidance.

Flu Vaccinations

Speaking of the year moving on, the flu vaccination time of year is upon us and we are currently running flu vaccination clinics.

As you will be aware we have to manage our flu clinics very differently this year. All our flu clinics are by appointment only and I would encourage everyone who is eligible to call our flu vaccination line on 01643 703200 to book an appointment. This is a dedicated number to book or discuss flu vaccinations only and is open every week day from 9:30am – 2pm; please use this number rather than the main surgery line.

When you attend for your flu vaccination at our Irnham Lodge site, we ask that you wear a face covering and that you are feeling fit and well and have no symptoms associated with Covid-19. We have plenty of the surgery team on hand to help show you where you need to go. We have a one way system in operation in order to maintain social distancing with other patients.

For patients who are in the newly eligible group of 50-64 years old with no underlying medical conditions we have been advised by the government that further guidance will be available in November and that we must wait for this guidance before we can offer any one in this group a flu vaccination, so please keep an eye on our website for further information.

Practice Development News

As you will all be aware the owners of the Irnham Lodge site have decided to put the site up for sale. They have very kindly agreed that we can continue to use the surgery up until March 2021.

We are therefore busy planning to re-locate to our Harley House site and have now been offering the majority of the appointments from this site prior to any development. We have plans to develop the Harley House site further in order that we can better accommodate all of our team on that one site.

I hope you will agree that so far the Harley House site is working well and you have seen all of the members of the team you have been used to seeing previously at either Irnham Lodge or Harley House. We have been able to provide services safely within the current guidelines from the one site, but we are very happy to answer any questions or concerns you have regarding providing all of our services from the one Harley House site.

We will be keeping you updated with progress via our website & updates within the surgery. We are continuing to liaise with our patient group, virtually in recent months and we do seek their opinions and help with our decision making.

In previous patient consultations patients raised concerns about parking at the one site. We are pleased to be able to say that all the proposed changes to the Harley House building will not remove any of the existing car parking spaces, so although parking may be limited whilst work is carried out this will only be in the short term.

For any patients who would like to give feedback regarding our move to a single site, we have created a short online survey which can be accessed here - <https://www.surveymonkey.com/r/S62ZYC9> - or by scanning this QR code.

