



July/August 2020

Bourn Surgery Newsletter

www.bournsurgery.nhs.uk

Dr Lalli would like to thank all the patients who made her retirement day so memorable.

She was overwhelmed by all the cards, messages, gifts, and flowers.

She hopes to be able to continue to be part of the Bourn family, and be able to keep up to date with all her previous patients. She wishes everyone a healthy and happy future.

Flu Vaccination Season approaches!

It's fast approaching that time of year again, and for those who are normally eligible for NHS 'flu vaccination please be assured that **we will have a vaccine for you**. Having your vaccine administered here at the surgery is an important part of how we are funded, so please come to us for your vaccine!

We will be announcing dates for our 'flu clinics in mid-September, and these will then be available for booking. Because of the restrictions the Coronavirus pandemic continues to place on us, we will not be able to run our 'flu clinics in quite the same way, and we are busy finalising the logistics for this year.

People in the 50-64y age group which the Government have extended the 'flu vaccination programme to cover this year will be vaccinated in November and December (as directed by Government guidance), and only as long as there is sufficient vaccine to do so. This is to ensure that those who are most at risk will be vaccinated first.

When will it be normal again?

We are frequently being asked the question of when will the Surgery return to "normal service". Throughout the pandemic so far, we have worked hard to get the message out that, although things may seem different, we are **here as normal** and we are **here to look after you**.

For now we continue to operate on a telephone-first basis, with all appointments with a GP initially being by telephone or video. Face-to-face appointments are arranged after this, based on clinical need, with the decision made by the GP and the patient.

Unfortunately, while social distancing requirements remain in place, our small building makes this essential.

Many patients have told us how much they like this new telephone-first system, as it usually results in faster access to speak to a GP than we were previously able to offer, and is more convenient for many. From our perspective, we are finding that many issues can be dealt with safely and effectively by telephone or video, and we now have the technology to support us in using email and SMS services to send forms and letters to you, and receive photos and messages from you. We are constantly surprised by the proliferation of technological know-how and ability among our patients!

We know many people miss being able to come and see us face-to-face on a routine basis to talk about their health, and so do we. This new way of working has been a huge change for all of us at the Surgery too, and we miss seeing our patients in the way that we used to,

when coming to the Surgery did not represent a risk to your health, and there were no face masks to get in the way.

When life does return to “normal” we look forward to opening up our face-to-face routine appointments again, although we will be keen to build on the positive changes we have made during the pandemic so far, and will look to keep elements of our current way of working that are popular and make access to our services easier. Sadly, no-one yet knows when normality might come. Until then, we continue to follow Government guidance for GP services, which is that all contact should be by telephone/video initially. We are determined that the pandemic should not impact on your access to high-quality primary care, and are working hard to ensure that we are providing all the services that we can, that we are available and can be contacted as normal, and that we are proactively managing the health of our patients with long-term medical conditions.

If you have any concerns about this, or feel you are struggling to access the care that you need, please contact Reception, or speak to Mrs Tracey Wilson, Practice Manager.

How We Work:

In our last newsletter we provided an update on the administrative set-up of the practice. Our practice population is divided up between the doctors based on the village that you live in, with the GP assigned to your village being your “usual GP”. Following Dr Lalli’s retirement in July, we have had to redistribute villages between the GPs.

Dr Frame has now taken over the care of Dr Lalli’s patients, with Dr Sharp taking over the villages previously looked after by Dr Frame.

There have been some other changes to some of the smaller villages, so when you are next contacting the practice, please feel free to ask Reception if your usual GP has changed.

Please remember that when you have an appointment, you are able to speak to/see the doctor of your choice. However, blood test results, hospital letters and correspondence relating to your care will normally be dealt with by your usual GP, and therefore they are likely to know the most about you.

As is being seen nationally, this August has been one of the busiest on record, with levels of demand being closer to what we normally see in the middle of winter. We continue to work hard, as we have throughout this pandemic, to ensure that we are providing the appointments that people need, and the access to the assessments, investigations, treatments and referrals that people need. There is inevitably frustration that the NHS is under immense pressure, and that access to services across the NHS has been adversely affected by the events of this most extraordinary year. Please remember that we are always here for you; all you need to do is pick up the ‘phone.

Stay safe and well, protect yourself and others, and please call if you need us.

Reception

- **Mon-Fri:**
8.30am-1pm, 1.30pm-6pm
- **Appointments: 01954 719469**
- **Emergencies: 01954 719313**
- **www.bournsurgery.nhs.uk**

Dispensary

- **Mon-Fri: 8.30am-1pm,
2pm-6pm**

Out of Hours

- **NHS 111**