



# THE WILSON PRACTICE

Patient update 28 January 2021

## Coronavirus vaccination latest

Following the circulation of the Open Letter from the A31 Group of Practices earlier this week ([which can be found here](#)) we wanted to share a few details from the practice and some other relevant information with you.

- By the end of January, we believe all Wilson Practice patients aged 80 and above (over 1,400 people) who wish to and are able to have a Coronavirus vaccination, will have had one.
- **If you are over 80 and haven't been contacted** (generally by text, then phone, then letter), or if you know someone to whom this applies, **please phone Reception** and we will check this out.
- 97% of Wilson Practice patients invited to the vaccination hub at The Hampshire Court Hotel in Chineham have either attended or are booked in before 31 January.
- To reassure patients and families alike, the Hampshire Court Hotel is exclusively dedicated as a vaccination hub; there is plenty of free parking and it is well-marshalled with full assistance for anyone with limited mobility. It has the capacity to deliver up to 7,000 injections per week. We have received very positive feedback from patients about the arrangements that are currently in place. We share some examples overleaf.
- We would like to stress that the location of the vaccination hubs has no bearing on the speed at which invitations are issued. This is governed by national/international vaccine availability.
- The practice has vaccinated all patients in care homes, and the majority of their staff. By the end of this week we will also have vaccinated all our patients who are registered as housebound.
- No-one who wishes to have a vaccination will miss out. Everyone who would like a vaccination will be able to get one in line with their cohort timings. In addition to those who are housebound, for the very small number of people (approximately 20 patients) aged 80 and over who were not able to get to Chineham, we have made local arrangements.
- Patients aged 75 – 79 years are now being booked into the vaccination hub. **We ask that these patients avoid contacting the surgery – they will be contacted directly.**
- Letters are also now being sent out by the NHS centrally, offering patients the opportunity to book at one of the recently mobilised 'mass vaccination centres' (the Hampshire Court Hotel is a **local** vaccination centre). Patients can choose where they would like to attend. We have no influence over these mailings and we are aware that some patients who have already had their first vaccination have received letters. If you have already had your first vaccination you should ignore the letter.

- Observations from some patients that GP surgeries appear quiet (not just The Wilson Practice) are correct.

This is because we are all working very hard to minimise 'footfall' to reduce risk to both patients and staff. Most consultations are now via eConsult or telephone; patients are only booked for a face-to-face appointment when a physical test or examination is required.

Those face-to-face appointments that are necessary are scheduled very carefully between 7am and 8pm to avoid congestion in the building. These arrangements have made a huge difference; the doctors and nurses are busier than normal, but the building remains safe and patients are getting a much quicker response – generally on the day, or the day after, they contact us.

Fewer staff may be visible because throughout each week, the practice is also providing clinical colleagues to the north Hampshire Winter Assessment (infection) Hub and the 'Virtual Ward' which monitors people who are unwell with Coronavirus but who are deemed sufficiently stable to be cared for at home rather than in a hospital bed. People will not be surprised to learn that the Assessment Hub has been incredibly busy. The 'Virtual Ward' has been supporting upwards of 200 people at any one time.

The practice would like to thank and commend everyone who has attended the local Coronavirus vaccination hub at The Hampshire Court Hotel (or supported others to get there); we are grateful for the very positive feedback that many people have shared.

We appreciate that having the vaccination hub in Basingstoke is less convenient than if there were one in the town. The partners at The Wilson Practice, along with fellow clinicians locally, firmly believe that working together with practices across North Hampshire is the best way to preserve the critical day-to-day primary care activity (both Covid and non-Covid) that is necessary to avoid compromising routine and urgent care for all patients, as was experienced in the first lockdown in spring 2020.

"Many thanks for explaining this so well. As a non-driver, getting to the Hampshire Court was always going to be a challenge and I was one of the people who couldn't quite understand why the vaccination centre should be there. But now I understand and when I get my "call up", I will happily go along. Thank you all so much for all that you do for us all - keeping us all safe and protected."

"I attended the Hampshire Court Hotel last Saturday for my first vaccination against Covid 19. I would like to put on record my appreciation and gratitude for the way the whole operation was conducted - the Army could not have done better. Not only was everyone super-efficient in a quiet and measured way (swans paddling madly under water whilst gliding along, come to mind), but the whole atmosphere was calm, friendly and helpful. I know many of those working at delivering the vaccine have their own full-time jobs. Well done, and thank you so much! I do hope there is some way of letting all those concerned now much they are appreciated."

"I just want to say a big 'thank you' to all that the A31 group of practices have done, decided, and are doing in relation to coping with all your patients' needs during the COVID 19 pandemic. The services you have maintained throughout the 10 months to date have been incredible and I have had cause to make use of them on many occasions during that time. Everyone has been more than helpful, whatever my need, and I have never had to wait longer than 12 hrs for an appropriate call-back or appointment. I am sure this indicates the value and efficacy of your decisions."

"I just want to pass on my thanks for a very well organised and efficient operation at Chineham. I had an 11.00 appointment and was back home in Alton before midday."