



THE WILSON PRACTICE

Patient update 5 January 2021

Coronavirus update and a note on maintaining usual services

Coronavirus: vaccinations and general update

Despite the news of the new national lockdown, we are all excited about the progress of the Coronavirus vaccination programme and look forward to this improving the quality of life for all of us. **Please do not contact the surgery nor the hospital to seek a vaccination. We will contact you in the order that the NHS has instructed us to.**

- The approval of the Oxford/Astra-Zeneca vaccine provides a major boost to plans to offer protection to our patients. It is easier to transport and store, which means that we are now planning, with A31 Group of Practices colleagues and our neighbouring primary care networks to vaccinate nursing and care home residents and housebound patients.
- **Please note:** after a patient has been vaccinated they still need to follow the usual guidance to stay safe
- Our local vaccination hub is in Basingstoke. Patients are contacted in strict NHS England priority order to book their jab. **Please do not contact the surgery.**
- We urge everyone to follow the new lockdown regulations and continue to be aware that social distancing and hand hygiene measure will still save lives. The large increase in Covid cases admitted to hospitals and the emergence of a new variant of the virus shows that we cannot let our guard down now.

Our usual service: eConsult helps our GPs and nurses to help patients more quickly

At the practice we are trying to minimise 'footfall' to keep everyone safe. By asking patients to submit an 'eConsult' (find it on the home page of our website) to explain their medical concern and our clinicians to undertake telephone or video consultations where appropriate, the surgery space is less congested and therefore safer, for those who do need to come in.

Patients sometimes raise the issue that the eConsult process is 'clunky' and time-consuming, but we ask that you consider the following:

- any 'front-end' information-gathering has to follow clinical guidance to ensure that worrying symptoms aren't missed
- when compared with waiting for the phone to be answered, and booking an appointment some days or even a week or more ahead, the response times are very rapid
- for patients whose eConsult indicates they need to be seen, appointments are more immediate

Getting the best from eConsult

- if your question is more administrative than clinical, (a request for a Fit Note for example, or an enquiry following a test or hospital appointment), choose the eConsult Admin option; it will ask fewer condition-related questions
- if your condition is already well understood by your GP, your answers to eConsult questions can be very brief. The important thing, just the same as in a face-to-face consultation, is that the clinician reading your eConsult has the relevant information to understand your current condition and determine what is the best course of action. If the GP or nurse needs to speak to you or see you to do this, this will be arranged
- if you require tests to help the GP understand your condition, these can be set up before a conversation with the GP is arranged. This is better use of everyone's time.

Everyone is trying to make the best of these pandemic circumstances and, as a practice, we are committed to providing first class care whilst keeping both you and our team safe.

Thank you for your patience

