

WGP Patient Participation Group Follow-Up to the Article Written in the White Horse News published on Thursday, 3rd. September 2020

The WGP Patient Participation Group (PPG) would like to thank the patients of Westbury Group Practice (WGP) for their comments received in follow-up to the above article.

Many of the comments related to the changes that have occurred over the last six months. Unfortunately, the Covid-19 pandemic has driven these changes and the safety of both the patients and the staff at White Horse Health Centre (WHHC) and at Bratton Surgery is paramount.

Examples of comments received with replies are as follows:

- Reception is no longer the friendly, caring, welcoming area that it was.
WGP has tried to improve on this since the easing of lockdown procedures by the removal of the wooden structure at the Main Entrance. Many surgeries in the area have kept their doors shut and entry is by intercom only so we are very lucky in this respect. WGP keep the situation constantly under review and will tighten up / loosen procedures as safety restrictions allow.
- Appointments can only be made by telephone – why?
Again, Covid-19 safety restrictions apply. Footfall to the surgery needs to be reduced as much as possible and, therefore, there can be no in-surgery booking of appointments. Similarly, at present, appointments need to be triaged to the most appropriate clinician and on-line booking does not allow for this.
- Why are Urgent Care calls triaged?
Urgent Care calls are directed to the most appropriate clinician – this may be a doctor, an acute nurse practitioner or a paramedic. This may result in a phone or video call, a face-to-face appointment or a home visit.
- Is on-going treatment provided by the same clinician?
If the condition to be treated is on-going then, as far as possible, it is overseen by the Doctor at the first point of contact.
- Why are no time slots given for telephone consultations?
Delays can occur and the clinicians have found offering either a.m. or p.m. calls is the most efficient use of their time as there are other administrative tasks that their day involves and which, sometimes, can be unpredictable.
- Are any face-to-face appointments carried out at WHHC and at Bratton surgeries?
Yes – the Health Care Assistants do 100% face-to-face appointments for blood tests, blood pressure checks, wound dressings and Women's Health. Doctors and Acute Nurse Practitioners will bring patients in for face-to-face

- appointments if appropriate.
- Do the clinicians make home visits?
Yes, again, if considered necessary, home visits will be carried out by Doctors, Acute Nurse Practitioners or the Practice Paramedic. The latter two will report back to the patient's named doctor or Duty Doctor on return to the surgery. There are allocated visit slots every day.
 - Have all services re-started now?
Yes, all services are up and running.

We would all like things to return to "normal". However, that is unlikely to happen in the foreseeable future. WGP are following the guidance on Covid-19 safety from NHS England, Public Health England and the Clinical Commissioning Group.

The PPG recognises that WGP have done all that they can in these very difficult circumstances and that they have continued to provide all patients with an excellent service. However, it is understood that some members of the community are not as satisfied so the PPG will continue to work with WGP to identify where there is disquiet and, where they are able, we are confident that WGP will make changes. We continue to encourage patients to use the patient voice email wccg.wgppatientvoice@nhs.net. to raise concerns and, equally, to provide the positive feedback that is definitely there in the community as well.