**Builth & Llanwrtyd Wells Medical Practice**

**Newsletter September 2022**

It is a while since we have written a newsletter, so time for an update.

Firstly, we welcome Dr Abigail Gray to the practice, she will spend the next 12 months with us completing her formal GP training. We still have a vacancy for a GP following Dr Bennett’s departure and are actively trying to recruit, in the meantime demand for appointments continues to be high. Please only book one if necessary and be clear with the receptionist the accurate reason for the appointment. There are many other services out there to help and by explaining the problem to our trained receptionists they can signpost you to the appropriate service, sick note or administration requests can be made through our surgery App. We continue to ask patients to prioritise their requests and bring one problem to one appointment 10 minutes is not long to take a consult, do an examination, agree a plan and then write it up and we are not in a position to extend the appointment time due to the demands we have.

**For those of you that don’t turn up for an appointment please be mindful that this has prevented someone else being seen. In the current climate escalating numbers is disappointing 61 people did not turn up for a booked appointment in July, 44 in August.**

You will see a number of new faces around the practice, we have been successful in recruiting to our vacant posts and training is underway. Many staff across the country leave the health service due to abuse from patients, unfortunately we have not escaped this. We would therefore ask you to be patient with our team and respectful at all times.

**Covid and Flu Vaccinations**

We will be delivering flu vaccinations again this year, the practice will be closed from 12.00 on the following dates (in line with practices across Powys) 6th, 11th, 19th,27th October and 2nd November to allow mass vaccination. This will be in our usual format and we would ask that everyone wears suitable clothing so we can get easy access to arms for vaccination and a mask to reduce any risk of infection. We are awaiting confirmation of our delivery - as previous years there are different vaccines for the under 65 population and our clinics will be set up in age criteria to streamline the process.

Children’s flu campaign for 2–3-year-olds will run as normal, invites will be issued in due course, for those that attend school they will be vaccinated in the school setting.

You will have read in the press that Covid boosters are coming, the mass vaccination site has now closed in Builth and the centre for us will be in Llandrindod; for those that know it the old Welsh Office Building across the road from Cefnllys Primary School. As a practice we know that the new centre is not easy to reach for everyone we have therefore agreed to help out with the following categories only, anyone with a confirmed diagnosis of COPD or anyone 75 years old or over. Housebound patients will be vaccinated by District Nurses in the normal way, all other categories will be dealt with by the vaccination centre in age order, please do not phone they will contact you.

This is the first year that dual vaccination will be offered with flu and Covid being given at the same time, although we recognise that not everyone will want this. We have therefore clearly designated our clinics just flu, just Covid, both the same time, there will also be age criteria due to the different vaccine. Please be clear when booking which you require and the receptionist team will book from available clinics. Public Health continue to advocate both vaccines, there is a prediction for high rates of infection this year the immunity levels are low as people have not been circulating and in addition current planning consider a spike in Covid cases is likely around October.

We are taking bookings for clinics now but if you could phone after 11.00 to book, or alternatively if you are free to come at any time email the surgery for an appointment and this will be allocated and advised. When emailing please be clear if you want a flu vaccination, covid vaccination (only COPD or over 75) or if you are within our categories , or both together on same day.

For those that are travelling and have covid passport queries please contact as follows we are not able to help locally.

<https://gov.wales/nhs-covid-pass-help-getting-your-pass>

Email: vaccine.certification@swansea.gov.uk or telephone 0300 3035667

Many of you will have met Gareth Rawlins from Pavo who has been supporting our patients in the waiting room both with health resources and also a wider range of services that are available from PAVO. If you are struggling with something or looking for information on health or associated issues give PAVO a ring 01597 828649 they may be able to help.

We will be conducting a patient survey if you are able to please fill in and return, this gives a reflection of patient views, good and bad and gives us something to work with going forward. There are paper copies available in the surgery when your visit but you can also respond on the attached link https://for ms.office.com/r/CUswH9yfkt

On a lighter note the staff are organising a Macmillan coffee morning, the girls are busy practicing their baking skills. Due to our flu clinics we will be holding this on Monday 12th September 10-12.30am

Best wishes

The team

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