**West Meon Surgery Patient Participation Group Newsletter – February 2024**

**Poppy Appeal 2023**

Thank you to everyone who donated in October and November – West Meon Surgery raised £48 for The Royal British Legion.

**COVID Spring Booster 2024**

We are finalising details for our COVID spring booster programme and will be contacting patients later in the spring when final details have been confirmed by NHS England. Eligibility criteria will be given to us and we will invite those eligible to come in for their booster.

The NHS App, website and other online services are all very secure.  You’ll need to make sure you protect your login details. Do not share your password with anyone as they will then have access to your personal information.

If you do not want to see your health record, or if you would like more information about these changes, please speak to your GP or reception staff. You can also read more by going to [www.nhs.uk/gp-record](https://gbr01.safelinks.protection.outlook.com/?url=http%3A%2F%2Fwww.nhs.uk%2Fgp-record&data=05%7C01%7Cjanemay%40nhs.net%7C4da651dec1d74aa423da08db253c7fe2%7C37c354b285b047f5b22207b48d774ee3%7C0%7C0%7C638144713985757285%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=Dp29tQl6If9DuwD4Ao5C%2F2NPMaaQnkOlOkqRQ%2BEMcSE%3D&reserved=0).

**Recruitment**

We were sad to say goodbye to Sarah from our Dispensary. We how have Hannah who joined the team at the beginning of February, working alongside Amie and Lou.

We were also sad to see Michelle leave our Admin team. We are currently recruiting a replacement to join Ally and Katie.

**Additional Clinicians at West Meon Surgery**

We currently have 2 registrars in their final year of GP training:

* Dr Metcalfe is with us until the end of July 2024
* Dr Okoli is with us until February 2025.

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**Ease of access**

On average, in the last quarter we received 2438 telephone calls per month. The average time it took us to answer your call was 36 seconds. However, if you did have to wait for us to answer the telephone whilst we were helping others, the average wait time was 4 minutes.

Each week, on average, we receive 7 e-consults from patients. This is a really easy tool to use to submit concerns you have about your health and is accessible via a link from our website.

Our “did not attend” appointment rate remains low at 4% which means that not many appointments are being wasted by patients not turning up for them. However, we would always ask patients to let us know they are unable to come so we can offer any appointments that become free to other patients.