

BYFIELD MEDICAL CENTRE

Dear Byfield Patient,

Last year, we carried out a remarkably successful mass flu vaccination programme. During this time, we jabbed just under 3000 patients, including those over 50 years of age free for the first time although there was an incredibly low uptake from this group despite text messages being sent. Our plans for Covid-19 vaccinations will we hope, for the Oxford/Astra Zeneca, follow the same pattern, as soon as stock is made available to us, such we will start to roll out in the order established by the government. We ask for your continued patience please.

Print media news by its very nature is out of date before it is even printed! Whatever we write today will have limited value tomorrow; so, can we please ask you make as much use as you are able, of social media. For our part, we pledge to update our Website and Facebook as soon as new information becomes available; so PLEASE refer to these media before you pick up the phone to ask a question we may have already answered on these sites. We will also continue to make use of the villages' own websites for speed.

Remember we have 8000+ patients in a building and staff suitable for 3000+ patients

News on Planning, for example, will be found on our sites.

It is sad to write some calls to the practice have been abusive. The Partners will not tolerate this under any circumstance. All of us, patients, and staff, are very stressed and the occasional bad behaviour, whilst understandable, is still unacceptable please. Think of the person at the other end of the line, before you berate someone for something outside their control. We are all here to help, so allow us to do that without rancour on your part.

The Patient Participation Group is also growing in strength and we welcome new members to the group who meet every three months. Details can be found on the website. Just prior to the holiday, the group presented 'goodie' bags of cosmetics to all the staff on all our behalf. Complaints and praise for the practice should always be directed to Tracey Rymer the Practice Manager.

So please Patients, Patience.....Follow the guidelines.

Byfield Surgery

January 2021