

## Message From the Partners

The COVID pandemic has been a challenge for everyone, and our thoughts are with the families of some of our patients that have lost loved ones.

The practice has had to change its way of working delivering care through other modes of consultations, such as telephone consultations, video consultations and also face-to-face consultations.

Our nurses continue to provide Chronic Disease managements including Diabetic, Asthma and COPD clinics through a combination of telephone and face-to-face consultations.

We are unable to provide annual checks and do recalls as we used to do, and patients are encouraged to ring the practice to book appointments for such checks if they have any particular concerns.

We ask you to help us in this difficult period by kindly understanding the time scale in dealing with non-urgent tasks may not be as swift as prior to the pandemic.

### **Vaccinations**

The practice has taken the lead in the vaccination programme, and is the lead practice for Wickford. We successfully negotiated with Nevendon Community Hall, and we are grateful for Paul Heard of Wickford Community Centre, and other volunteers, including the Rotary Club in helping us with the vaccination programme.

We have been able to offer vaccinations to all our over-80s, and all the nursing homes in Wickford. The practice is proud of the brilliant work done by our Dr. Odufuye in co-ordinating the programme and making it a success. We also thank our nurses that worked outside of their contracted hours in delivering the services.

We want to reassure every patient that we will inoculate and committed to a smooth vaccination programme.

### **Complaints**

Whilst we welcome complaints which we believe help to improve services, spurious complaints are hinderance and take away time meant for providing care to patients. If you would like to make a complaint, please first contact our practice manager who will be happy to help deal with your issue. The practice considers every complaint, and complaints are discussed at Partners meetings and responded to.

Finally, we ask every patient to keep to the NHS guideline on corona virus, with masks wearing, social distancing, and hand washing.

Dr. Ogunsanya & Partners