

News from Bottisham Medical Practice Patients' Participation Group

Covid Booster Jabs: These are being arranged nationally and you will receive an invitation letter when yours is due. You will need to book an appointment either via 119 or on line for a local site such as the Grafton Centre or Chesterton Bowls Club. Do not ring the surgery for an appointment.

Calls into the practice: The practice has seen a significant increase to the number of calls being received in practice. On Monday 11 October the practice received over 1,100 calls. The usual call rate for a Monday is approx. 350. This means 1/6th of the practices' patients tried to call in one day.

In order to ensure that the practice's clinical team can continue to offer safe and timely care to all patients in the face of this unprecedented demand, please consider whether an appointment is necessary, or if one of the services below may be more appropriate.

- Pharmacies can provide over the counter medications for hay fever, insect bites, colds, sore throats and much more along with general advice for minor ailments.
- The Minor Injuries Unit in Ely is available if you think you need an x-ray or have minor cuts and bruises which need dressing.
- Please contact your local dentist in relation to dental issues, we cannot prescribe medications for dental problems.
- Patients are also able to refer themselves to Physiotherapy Services and to the Psychological Wellbeing service without seeing a GP – details available on the surgery website bottishammedicalpractice@ .
- 111 are available for general advice and will guide you to the right service if you're unsure where you need to go.

Please note the practice is offering pre-bookable appointments for routine appointments with on the day appointments now only for acute and emergency care.

The practice has seen an increase in aggressive behaviour towards staff. This will not be tolerated under any circumstances. All staff are doing their very best to help all patients who make contact with the practice.

Next meeting: If you would like to join one of our Zoom meetings please email our chairman at s.j.gilson@btinternet.com who will send you a meeting invite. Next regular meeting November 24th at 2pm.

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