

Patient Participation Group

Report from AGM held on

11th October 2021

To all patients of the Waterloo Practice.

On Monday 11th October we were able to hold the annual General Meeting of the patient participation Group. The Minutes from that meeting will become available via the Practice website shortly.

I would like to thank the members of the Practice Teams who gave of their time to produce annual reports for us and personally attend our evening meeting.

I would like to take this opportunity to highlight some important and significant information to everyone, especially remembering those patients who do not have access to electronic devices.

The year October 2020 to October 2021 has been one like no other for everyone across the world and especially in the health service and care giving sector. I would like to say a few words before the business of the meeting, in order that we all acknowledge and respect the bereavements, physical, mental and psychological affects of the Covid virus upon the population within the Waterloo Practice.

We can report that the Practice has seen patients face to face in the practice throughout this time. The eConsult system enabled the daily duty Doctor to speak with and progress the medical needs of each patient.

The Covid Vaccination has been very successfully delivered, with booster vaccinations, along with flu vaccinations currently taking place.

The Waterloo Practice, as can be seen from the outcomes above, remains a very pro-active Practice. The staff teams, whether they be the cleansing, administrative, medical practitioners or nursing colleagues, have together, all worked exceptionally hard, sometimes long into the evenings, providing house calls were required, and at week-ends in order that the delivery of medical care has been maintained.

It is very sad therefore, to think about the minority of instances where front line staff have had to deal with unsatisfactory language and behaviour from those wishing to engage with the Practice.

I would like to think that we can all join together in saying a huge thank you to everyone at the Waterloo Practice, who have diligently continued to deliver the services we anticipate when we require them. Whilst it has not always been delivered in the manner or style we had before the pandemic, it has however been thoroughly thought out and delivered as efficiently and safely as possible. We owe all of you a big debt of gratitude.

J D.
Chair