

## Update for Wiltshire Area Boards

February 2021

### **Coronavirus vaccination**

More than 137,000 people in Bath and North East Somerset, Swindon and Wiltshire have received their first coronavirus vaccination since we began vaccinating in December 2020.

By the end of January we had offered the vaccine to health and care workers and residents in all care homes in Wiltshire.

Vaccination across the county is being led by GPs working together in Primary Care Networks with additional services available in a large vaccination centre in Salisbury City Hall and, for those in west Wiltshire, at Bath Racecourse.

Early February saw three pharmacies in the region starting to provide the vaccine to those people who are currently eligible - Shaunaks Pharmacy in Westbury, The Pharmacy in Ludgershall and Avicenna Pharmacy in Swindon. Due to space constraints, the Pharmacy in Ludgershall is basing its vaccine clinic at the nearby Memorial Hall.

The three pharmacy vaccination sites can be booked through the national coronavirus vaccine booking system, along with the large vaccination centres at Bath Racecourse and Salisbury City Hall.

Vaccinators are also now visiting housebound patients who fall into the top priority groups in their own home, and we hope to have completed this phase of the vaccination programme by the middle of February

The CCG website has a dedicated Covid-19 vaccination page [www.bswccg.nhs.uk/latest-covid-19-updates](http://www.bswccg.nhs.uk/latest-covid-19-updates) with all the latest information including a detailed question and answer section which is updated regularly as issues arise.

We have established an email address for any enquires from the public relating to the vaccination programme: [bswccg.vaccinequery@nhs.net](mailto:bswccg.vaccinequery@nhs.net)

### **Change to the management of the PALS and complaints service for Wiltshire**

From Monday 1 February 2021 our Patient Advice and Liaison Service (PALS) and complaints service for Wiltshire will be managed by the South, Central and West

Commissioning Support Unit (SCWCSU) for a period of approximately nine months. The SCWCSU team already handle feedback for the Swindon locality.

The SCWCSU team will be taking on new cases from 1 February 2021. All existing cases will be retained and closed down by the CCG in line with existing timeframes.