

## Hertfordshire Local Resilience Forum Stakeholder Update – 16 July 2021

**A message from Darryl Keen, Director of Community Protection,  
Chief Fire Officer and Chair of the strategic coordination group of the LRF**



Dear colleague,

Since last week's update, more information and guidance has started to emerge about what will and will not change on Monday 19 July. COVID-19 is sadly continuing to affect our daily lives and we all need to #playourpart to protect ourselves, our families and communities. Many LRF organisations and Hertfordshire businesses and venues will continue with some of the adjustments they made during the pandemic, to protect their employees and customers.

Please support your local businesses and services to continue to operate safely and efficiently.

### Protecting the public and staff from infection in healthcare settings

Patients will still be required to wear face coverings in GP practices, hospitals and other healthcare settings when COVID-19 restrictions ease on Monday. The guidance from the NHS has not changed, and everyone who is not exempt from wearing a face covering should continue to wear one and follow social distancing and hand hygiene guidance.

These measures will help to prevent people from catching Covid-19 in healthcare settings. Taking these steps has increased the confidence of clinically vulnerable people who need to access health services and enabled the NHS to continue to provide non-urgent services that would otherwise have been postponed. Keeping staff safe is essential to keep services operating efficiently.

### Vaccination update

It's going to be another bumper week for walk-in vaccination clinics, which over the next week alone will be taking place in buses, a Hindu temple, community centres, converted shops and a mosque.

We have plenty of stocks of the three vaccines currently licensed for use in the UK – Moderna, Pfizer and AstraZeneca – all our centres need now are more people to vaccinate! Anyone attending one of our many venues is very unlikely to need to queue. Don't forget that everyone should now bring their second dose forward to eight weeks after their first, to get the best protection. Details of all the walk-in and pop-up clinics coming up in the next week in Hertfordshire and west Essex can be found here: <https://covid.healthierfuture.org.uk/>. Alternatively, call 119 for help to make a convenient booking.

If you know someone with a question or concern which has caused them to delay their vaccination, you don't have to be an expert to help them, just encourage them to look at our online information centre, and frequently asked questions here: <https://covid.healthierfuture.org.uk/what-you-need-know>. Please get vaccinated - don't let a case of COVID spoil your summer.

## GP patient survey – results now in

The GP patient survey for 2021 has recently been published. The annual survey – completed by 850,000 people this year - assesses patients' experiences of services provided by GP practices and NHS dental services. The results are presented at GP practice, Clinical Commissioning Group (CCG), and national level. Across Hertfordshire's two CCGs, around 85% of patients describe GP services as 'good', which is above the national average.

GP practices have had a very challenging year so it's good to see that in many areas, patient satisfaction has improved when compared to the year before. 71% of patients said that they'd had a good experience of making an appointment, and 82% were satisfied with the type of appointment they were offered and accepted it.

This feedback is particularly positive at a time when many practices were also vaccinating their patients against COVID.

A worrying finding is that some people avoided contacting their general practice last year – which for some people could have led to serious health issues being left untreated. If you need the help of a GP, practice nurse or other health professional that works in your local surgery, they are there for you. Although our county's surgeries are still asking people to contact them before coming to the building, face-to-face appointments remain available for those who need them.

NHS staff are now looking closely at the results to see where improvements can be made, but news of these survey results will provide a boost for our primary care workforce. You can find out more about the survey results [here](#).

Thank you.