



The Scottish Parliament
Pàrlamaid na h-Alba

10 OCT 2018

Edinburgh

Willie Rennie
Member of Scottish Parliament, North East Fife
Leader of the Scottish Liberal Democrats

Jeane Freeman
Cabinet Secretary for Health and Sport
St Andrew's House
Regent Road
Edinburgh
EH1 3DG

4 October 2018

Ref: A7149/2018/SM

Dear *Jeane*

Re: Flu Vaccine Availability in Scotland

I have been contacted by several of my constituents highlighting their concerns regarding the availability of the flu vaccine in Scotland.

My constituents have explained their concerns following the news that only people over the age of 75 will be able to access the new flu vaccine. It is particularly concerning for vulnerable people with chronic illness who are more at risk.

There is a real concern for the stress these shortages will put on the NHS during the winter months.

I would be very grateful if you could respond with your comments regarding the concerns raised by my constituents.

Yours sincerely

Willie Rennie
Willie Rennie

Liberal Democrat Member of the Scottish Parliament for North East Fife



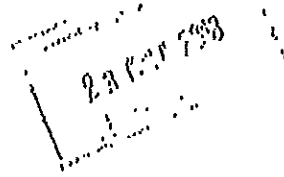
The Scottish Parliament
Pàrlamaid na h-Alba

Constituency Office
6 Church Street
Dumbarton
G82 1QL

Tel: 01380 734214

Email: jackie.ballie.msp@parliament.scot

Ms Jeane Freeman MSP
Cabinet Secretary for Health and Sport
The Scottish Government
St. Andrew's House
Regent Road
Edinburgh
EH1 3DQ



Our Ref: JB17415

18 October 2018

Dear Jeane,

Children's Flu Vaccine

I have been contacted by concerned constituents regarding the availability of the children's flu vaccine.

My constituents advise me that although their local GP practice in Helensburgh has vaccine available for adults they have not yet received the puffers for children.

I would be grateful if you would advise why there has been a delay and when it will be available to my local GP practices.

Many thanks for your assistance.

Yours sincerely

Jackie Ballie MSP
Dumbarton Constituency



The Scottish Parliament
Pàrlamaid na h-Alba

Jamie Greene MSP
Member for West Scotland

Ms Jeane Freeman MSP
Cabinet Secretary for Health and Sport
The Scottish Government
St. Andrew's House
Regent Road
Edinburgh
EH1 3DG

5 December 2018

Dear Cabinet Secretary,

I am writing to you concerning the availability of influenza vaccinations in NHS Ayrshire and Arran. This issue was recently raised by Jackson Carlaw MSP during the Thursday 22 November 2018 session of First Minister's Question Time, where First Minister Nicola Sturgeon offered guarantees that the program was working and that people would be able to receive their vaccinations on time.

Unfortunately, this is not the case in NHS Ayrshire and Arran. In recent weeks I have been contacted by a number of elderly constituents who have been told by their GP surgery that they do not have sufficient stock to offer the vaccine.

They are told that they will be contacted in the post as and when vaccinations become available however, they have not been given any indication as to when this might be.

I am sure that you will appreciate that it is now December and the weather is rapidly changing and the temperature is quickly dropping. It is so important that action is taken to ensure that the elderly can have access to the proper vaccinations.

This winter is expected to be one of the most challenging in recent years; no doubt you will be aware that in NHS Ayrshire and Arran there were 1,864 deaths in 2017/18, an increase of 203 on the previous year. Indeed, National Records Scotland highlighted in October that winter deaths in Scotland last year reached their highest level in 18 years, reaching 23,137 across Scotland.

They also revealed that the seasonal increase in mortality - the number of "additional" deaths in winter was 75% greater in 2017/18 than it was in 2016/17. The primary underlying cause were influenza and pneumonia.

One GP surgery in particular that is having difficult with its inventories is the Saltcoats Group Practice. Can I therefore ask that your national coordination team takes steps to ensure they have sufficient vaccinations in stock to meet demand?

Moreover, if your team could offer some focus to North Ayrshire and the West Scotland Region this would be extremely beneficial to my constituents, given the aforementioned challenges this winter and the need to properly protect them for the months ahead.

I trust that you will appreciate the urgency of this situation in NHS Ayrshire and Arran and instruct your official to act accordingly.

Thank you for your time in this matter.

Yours sincerely,

A handwritten signature in black ink that reads "Jamie Greene". The signature is written in a cursive style with a long horizontal line extending from the top of the "J".

Jamie Greene MSP
West Scotland Region

From:
Sent: 17 October 2018 09:02:13
To: Public Engagement Unit
Cc: Cabinet Secretary for Health and Sport
Subject: FW: Flu vaccine for age 75+

AO -

PEU

Please add to MACCS as a OR.

Thanks,

From:
Sent: 16 October 2018 17:46
To: Cabinet Secretary for Health and Sport
<CabSecHS@gov.scot<mailto:CabSecHS@gov.scot>>
Subject: Flu vaccine for age 75+

Get Outlook for Android<<https://aka.ms/ghei36>>

Dear Jeane Freeman,
I am aged 75 and i am disappointed to find that i cannot get an anti-flu injection at my clinic. Can you please tell me why there is a shortage ?
Regards,

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From: -----
Sent: 16 October 2018 19:40:31
To: Scottish Ministers
Cc: Gail.Ross.msp@Parliament.Scot
Subject: Flu Vaccine

AO -

FAO Jeane Freeman MSP Cabinet Secretary for Health and Sport

Flu Vaccine

Approximately a month ago everyone who was eligible to have the vaccine received a letter from the NHS to remind them. There was at least one programme on TV promoting the necessity for over 65s to take the vaccination.

Our Health Centre issued the dates of T appointment required.

I and went on the h to be told they had run out of vaccine for people over 75. I was told they were only allowed initially to have 40% but more would be available for the following dates and that the instruction was from the Scottish Government. Since then it now transpires that the next available date will be the 30th October.

My criticism is the waste of money and time producing letters and television advertising urging people to have the vaccine and then there is insufficient supply at the point of service.

Yours sincerely

[<https://ipmcdn.avast.com/images/icons/icon-envelope-tick-round-orange-animated-no-repeat-v1.gif>]
<https://www.avast.com/sig-email?utm_medium=email&utm_source=link&utm_campaign=sig-email&utm_content=emailclient>

Virus-free, www.avast.com <https://www.avast.com/sig-email?utm_medium=email&utm_source=link&utm_campaign=sig-email&utm_content=emailclient>

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From:
Sent: 16 October 2018 10:05:55
To: Public Engagement Unit
Cc: Cabinet Secretary for Health and Sport
Subject: FW: Message from Scottish Parliament website

AO -

PEU

Please add to MACCS as a OR.

Thanks,

From: Robison S (Shona), MSP
<Shona.Robison.msp@parliament.scot<mailto:Shona.Robison.msp@parliament.scot>>
>>
Sent: 15 October 2018 16:13
To: Cabinet Secretary for Health and Sport
<CabSecHS@gov.scot<mailto:CabSecHS@gov.scot>>
Subject: Fwd: Message from Scottish Parliament website

Get Outlook for iOS<<https://aka.ms/o0ukef>>

From: noreply@parliament.scot<mailto:noreply@parliament.scot>
<noreply@parliament.scot<mailto:noreply@parliament.scot>>
Sent: Monday, October 15, 2018 3:50:34 PM
To: Robison S (Shona), MSP
Subject: Message from Scottish Parliament website

name:

address:

postcode:

email:

telephone:

message:

Why is my health practice struggling
to offer the flu vaccine when others are coping.I have tried
four times to get an appointment but to no avail.I am nearly

and am beginning to feel I am being fobbed off. Regards

*

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From: ~~_____~~
Sent: 11 October 2018 13:53:38
To: Public Engagement Unit
Cc: Cabinet Secretary for Health and Sport
Subject: FW: flu jab

AO: ~~_____~~

PEU

Please could you scan this on to MACCS as an OR.

Thanks

~~_____~~
Deputy Private Secretary
Ministerial Private Office (Health)
St Andrew's House
Edinburgh

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From: User ~~_____~~
Sent: 10 October 2018 23:09
To: Cabinet Secretary for Health and Sport
<CabSecHS@gov.scot<mailto:CabSecHS@gov.scot>>
Subject: FW: flu jab

From: User <~~_____~~>
Sent: 10 October 2018 23:07
To: 'FirstMinister@gov.scot'
<FirstMinister@gov.scot<mailto:FirstMinister@gov.scot>>
Subject: FW: flu jab

From: User <~~_____~~>
Sent: 10 October 2018 23:04
To: 'Nicola.Sturgeon.msp@parliament.scot'
<Nicola.Sturgeon.msp@parliament.scot<mailto:Nicola.Sturgeon.msp@parliament.scot>>
Cc: 'George.Adam.msp@parliament.scot'
<George.Adam.msp@parliament.scot<mailto:George.Adam.msp@parliament.scot>>;
'Jeane.Freeman.msp@parliament.scot'
<Jeane.Freeman.msp@parliament.scot<mailto:Jeane.Freeman.msp@parliament.scot>

>

Subject: flu jab

Dear Sir/Madam,

Last week I received a reminder to have my annual flu jab. I made an appointment with my local surgery .

This evening, I received a call from the receptionist to say that they would have to cancel my appointment as they had run out of supplies of the vaccine. The soonest I could expect to receive the jab would be 5 weeks from now. I hardly know where to start. We are constantly being advised to take up the jab and reminded of how important it is. To add insult to injury, I was told that I could obtain the jab from my local chemist for a fee of £10. How can it be that a private company has supplies of the vaccine - for a fee - yet the NHS has none? What on earth has happened to our health service?

It is probably also relevant to mention that I am currently

I was diagnosed with - a form

there is no cure - two years ago. I am currently in

Following a gruelling 10 months of treatment, I received a at the QEUH, presumably at huge cost to the NHS. I recovered well. However, due to the fact that my immune system has been compromised, I

again at huge cost to the NHS - due to the which totally overwhelmed my system. I am still struggling with the long-term effects of this - viz. post-herpetic neuralgia, a condition I would not wish on my worst enemy. The prospect of any other virus affecting me in this way appals me, and I would do anything to minimise the risk.

I am concerned that, due to the shortage of vaccines, I am unable to take what I consider to be reasonable steps to maximise my chances of remaining healthy and virus free.

I would be grateful if someone - anyone - could explain to me how this situation has been allowed to arise. What a shambolic health service we now appear to have.

I would be grateful to know your opinion on this.

Yours sincerely,

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From:
Sent: 23 October 2018 08:52:32
To: Public Engagement Unit
Cc: Cabinet Secretary for Health and Sport
Subject: FW: [REDACTED] - a town with no vaccine for old people

AO

PEU

Please add to MACCS as a OR.

Thanks,

From:
Sent: 22 October 2018 18:56
To: Cabinet Secretary for Health and Sport
<CabSecHS@gov.scot<mailto:CabSecHS@gov.scot>>
Subject: [REDACTED] town with no vaccine for old people

Dear Ms Freeman,

[REDACTED] a town with no vaccine for old people

My I respectfully draw your attention to the fact that when [REDACTED] and I tried to make an appointment for a flu-jab today, we were advised that the doctors have none. I also read in the newspapers that there is a GP crisis in Ayrshire - not that they had to write anything - given the interminable time it takes to get an appointment.

Seems to me that the SNP system for health-care is broken and that you don't have much of a clue how to fix it. Sacking half of the paper-shuffling, underworked, over-paid managers with gold-plated pensions would be a good place for you to commence.

However, leaving this aside,

Can you advise:

1. When will [REDACTED] ave supplies of flu-jab vaccine.
2. When will we have a new surgery to replace the [REDACTED] doctors who all retired (early) on the generous pensions that you provided for them?

Sincerely

From:
Sent: 30 October 2018 09:51:40
To: Public Engagement Unit
Cc: Cabinet Secretary for Health and Sport
Subject: FW: Fw:

PEU

Please could you scan this on to MACCS as an OR.

Thanks

.....
Deputy Private Secretary
Ministerial Private Office (Health)
St Andrew's House
Edinburgh

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From:
Sent: 30 October 2018 09:38
To: Cabinet Secretary for Health and Sport <CabSecHS@gov.scot>
Subject: Fw:

On Thursday, 25 October 2018, 19:30,
<.....> > wrote:

In late August of this year received letters from our medical practice in
based in the informing us that we were due our winter flu inoculations.

On phoning to make the appointments: received treatment around the, I however I
would be the end of October as I was years old, the treatment was not yet in stock. I asked for the original
treatment which has worked well up until now, that was refused as the new rules had to be implemented.

Today at I received a call from the health centre informing me my
appointment had been cancelled as no new stock had been received. It would now be available at the end of November.
Again I requested the original treatment, no stock was available!

I am now forced to contact Boots the chemist in the morning who are offering winter
flu treatment (?12.99) and

seek help there. To wait over two months for a treatment that has a history that has been planned and implemented over previous years is nothing short of poor management.

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From:
Sent: 26 October 2018 14:47:43
To: Public Engagement Unit
Cc: Cabinet Secretary for Health and Sport
Subject: FW: Flu vaccine supply issues in Highland (Case Ref:

PEU

Please could you scan this on to MACCS as an MR.

Thanks

Deputy Private Secretary
Ministerial Private Office (Health)
St Andrew's House
Edinburgh

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From: Kate Forbes MSP <Kate.Forbes.msp@parliament.scot>
Sent: 26 October 2018 12:50
To: Cabinet Secretary for Health and Sport <CabSecHS@gov.scot>
Subject: Flu vaccine supply issues in Highland (Case Ref:

Dear Jeane,

Flu vaccine supply issues in Highland

Recently one of my colleagues, a GP, brought to my attention that [redacted] could not get a flu vaccine appointment at the town's GP practice. He was told that this was due to a vaccine shortage.

I have subsequently spoken to one of the partners, and who has confirmed this is indeed the case.

The GP was suggesting that this is a supply issue which was due to the Scottish Government's Vaccinations Transformation Programme. The GP in question believed that vaccine shortages were going to become more common, unless responsibility for flu vaccinations came back under the responsibility of local practices rather than NHS Scotland.

[redacted] believes GP practices, who have previously delivered the flu vaccination at high rates, have much greater flexibility to reutilise staff. For example, this morning the GP saw four frail people who were at surgery for other issues, but [redacted] was able to deliver the flu vaccine at the same time in order to spare them a future visit. The GP

also brought my attention to a recent Highland-wide survey of GPs, from earlier this year, where 80 per cent of respondents said they are keen to continue leading on flu immunisation.

I recognise this issue was recently raised in the chamber at Topical Questions and First Minister's Questions, and so I am writing to ask how supply issues are being resolved, particularly in rural areas.

I look forward to hearing from you,

Kate

Kate Forbes MSP
Skye, Lochaber and Badenoch

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From: noreply@parliament.scot<mailto:noreply@parliament.scot>
<noreply@parliament.scot<mailto:noreply@parliament.scot>>
Sent: Monday, October 29, 2018 5:23:12 PM
To: Sturgeon N (Nicola), MSP
Subject: Message from Scottish Parliament website

name:

address:

postcode:

email:

telephone:

message:

Dear First Minister,

I am writing re the shortage, or in case, the absence of 'flu vaccine for the over 75's. has is and vulnerable to infections. This year, to date, he has not received his injection due to his surgery not having the vaccine for his age group. I am and had mind 3 weeks ago.

This surely is wrong, vaccines should be available and given appropriately as we are encouraged every year to comply.

This is a failing on whose part? Or are you hoping the frail, vulnerable population quietly succumb to winter illnesses and save the Governments ailing health care systems further pressure? I do hope not.

Yours sincerely,

*

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From:
Sent: Tuesday, October 30, 2018 8:33:08 PM
To: Sturgeon N (Nicola), MSP
Subject: Flu jabs

Ms Sturgeon
I write in respect of [redacted] flu jab. She received a letter a few weeks ago with an appointment for her flu jab. [redacted] had to get time off work and took her to the appointment today...to be told as she was over [redacted] there was no jab for her as they had run out. The Scottish Nhs had not supplied enough.
I am to say the least very annoyed, the system is broken and she was told she will get one in a few weeks.....currently we have frost and it's freezing, I only hope she does not get flu in the meantime. They could have at least called her to cancel the appointment instead of dragging her out into the cold...Complete system incompetence. I don't want to hear it's Westminster to blame...your party is in charge. Why was there not enough to go round.
I hope that you answer my question, I wrote 6/7 months ago to your colleague in Edinburgh as my MSP and he failed to even acknowledge my email. My mother by the way lives in [redacted]. I do not want an answer from her local MP, I would like your office to reply
Kind regards

Sent from my iPad

*

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From: [redacted]
Sent: 12 November 2018 14:04:46
To: Public Engagement Unit
Cc: Cabinet Secretary for Health and Sport
Subject: FW: Flu Vaccination

AO ?

PEU

Please could you scan this on to MACCS as an OR.

Thanks

[redacted]
Deputy Private Secretary
Ministerial Private Office (Health)
St Andrew's House
Edinburgh

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From: [redacted]
Sent: 12 November 2018 13:30
To: Cabinet Secretary for Health and Sport
<CabSecHS@gov.scot<<mailto:CabSecHS@gov.scot>>>
Subject: Flu Vaccination

Dear Ms Freeman

I have just discussed with [redacted] about the flu vaccine for patients over 75 to be told they do not have any. I had to be admitted to the [redacted] with [redacted] last winter and I am sure you will understand why I am very concerned because we are now approaching the flu season. I am absolutely appalled that it has got to this stage in Scotland.

I would like you to reassure me that this vaccine will be available for all over 75s by Thursday 15th November 2018. I cannot understand how you got this so wrong.

In anticipation

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The Scottish Parliament
Pàrlamaid na h-Alba

Constituency Office
6 Church Street
Dumbarton
G82 1QL

Tel: 01389 734214

Email: jackie.baillie.msp@parliament.scot

Ms Jeane Freeman MSP
Cabinet Secretary for Health and Sport
The Scottish Government

Our Ref: JB17504

14 November 2018

Dear Jeane

I have been contacted by the above noted constituent who has emailed me, a copy of which is enclosed for ease of reference.

_____ advises me that _____ is concerned about the lack of the availability of the flu vaccine. _____ is _____ and is still waiting for _____ GP practice to be supplied with the necessary vaccine to allow the district nurses to visit _____. _____ GP practice is in _____.

I would be grateful if you would advise when his GP practice will receive the vaccine.

Many thanks for your assistance.

Yours sincerely

Jackie Baillie MSP
Dumbarton Constituency

From: noreply@parliament.scot

Sent: Sunday, November 11, 2018 6:45 pm

To: Baillie J (Jackie), MSP

Subject: Message from Scottish Parliament website

name:

address:

postcode:

email:

telephone:

message:

As a over 65 but under 75 person I am still waiting on supplies of the Flu Jab to allow Districts Nurses to come and give me my jab, I wondered if there is an information as to when supplies would be available and to

articular? They really have made a mess of ordering for what ever reason this year and we are not even getting the FLAD jab which they have been given on the Continent for a number of years from what I read I feel very vulnerable indeed.

Regards

From:
Sent: 19 November 2018 16:34:23
To: Public Engagement Unit
Cc: Cabinet Secretary for Health and Sport
Subject: FW: 'Flu Jabs

Attachments:

AO -

PEU

Please could you scan this on to MACCS as an MR.

Thanks

Deputy Private Secretary
Ministerial Private Office (Health)
St Andrew's House
Edinburgh

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From:

Behalf Of McArthur L (Liam), MSP
Sent: 19 November 2018 16:25
To: Cabinet Secretary for Health and Sport
<CabSecHS@gov.scot<<mailto:CabSecHS@gov.scot>>>
Subject: 'Flu Jabs

'parliament.scot>> On

Dear Jeanne,

I am writing to raise with you concerns that have been highlighted to me by constituents regarding this year's flu vaccination programme.

By way of example, one constituent wrote explaining, that her " is being refused a flu jab at present as the surgeries are claiming they don't have any. This is now nearing the end of November and well into the vulnerable time of year". went on to point to the fact that "Public Health recommendations for Scotland suggest vaccination as critical to those in the vulnerable groups in terms of reducing critical health outcomes and reducing the strain on health services. It is certainly in my experience as a past health professional a big risk to take with the many vulnerable groups."

On the back of this and similar representations from other constituents, I then wrote to

NHS Orkney Chief Executive, Gerry O'Brien, and received the attached reply. As you will see, Mr O'Brien confirms that the Scottish Government is phasing in a new vaccine for everyone over 65 in Scotland but that, due to the company who make these vaccines being unable to commit to supplying the full quota of vaccines for this year's campaign, a three phase process has been instituted.

I appreciate that steps appear to have been taken, in line with JCVI advice, to try to prioritise those who would have the greatest benefit. Nevertheless, I share my constituents' concerns that the delays in availability over the course of this winter may have left many vulnerable people in my constituent, and elsewhere in Scotland, at heightened risk.

I would be grateful, therefore, if you could advise me what steps are being taken to mitigate such risks and what assurances you can provide that no such delays will occur next year and in subsequent years.

I look forward to hearing from you in due course,

Kind Regards, Liam

Liam McArthur MSP
Liberal Democrat, Orkney

Scottish Parliament Edinburgh EH99 1SP
Tel: 0131 348 5815 Fax: 0131 348 5807
Constituency Office: 14 Palace Road, Kirkwall, Orkney KW15 1PA
Tel: 01856 876541 Fax: 01856 876162
Twitter: @Liam4Orkney<<https://www.twitter.com/liam4orkney>>| Facebook: Liam
McArthur MSP<<https://www.facebook.com/Liam4Orkney/>> |

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[Lobbying]

*


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From: 
Sent: 06 December 2018 17:41:15
To: Public Engagement Unit
Cc: Cabinet Secretary for Health and Sport, Minister for Public Health,
Sport and Wellbeing,
Subject: FW: URGENT:

Attachments: 20181206 NHSL consent form JF re 2639.pdf

PEU

Please could you scan this on to MACCS as an MR.

Please could it be added as a fast track case.

Copying in [redacted] and officials for awareness given this is a flu vaccine case.

Regards

Deputy Private Secretary
Ministerial Private Office (Health)
St Andrew's House
Edinburgh

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From: Cole-Hamilton A (Alex), MSP <Alex.Cole-Hamilton.msp@parliament.scot>
Sent: 06 December 2018 17:04
To: Cabinet Secretary for Health and Sport <CabSecHS@gov.scot>
Subject: URGENT:
Importance: High

Jeane Freeman MSP
Cabinet Secretary for Health and Sport
The Scottish Government
By email - CabSecHS@gov.scot<<mailto:CabSecHS@gov.scot>>

06/12/2018
Our ref.: /

Dear Jeane

I am writing on behalf of my constituents:

free flu vaccine. I and has the I , as such, he qualifies for a
tells me that he is and has very little

t, furthermore, he is at a high risk of getting _____ is, which may prove fatal. Flu vaccine is therefore crucial for _____ and _____ lives in daily dread that _____ get ill.

Despite being in touch with _____ doctor on a number of occasions, _____ has been unable to receive any assurances that her husband will be getting a vaccine and the timescales for that.

told me that:

"I have twice contacted our _____ in recent weeks, in an attempt to get him protected as he is clearly extremely vulnerable.

I was told that the immunisation had been outsourced to a team of NHS nurses, and someone would be in touch. A second call to the practice manager sometime later, repeated all this. Nothing has happened.

_____ say that 'flu jabs are the responsibility of the Scottish Parliament, not the NHS."

As you may appreciate, _____ is growing increasingly concerned about this situation and I would appreciate your urgent attention to this matter. Thank you very much in advance.

I have also been in touch with _____ and NHS Lothian Chief Executive.

Yours sincerely

Alex

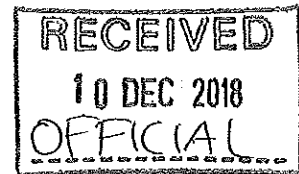
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The Scottish Parliament: Making a positive difference to the lives of the people of



5th December 2018

Dear Ms Sturgeon

About two weeks ago I watched Scottish Question Time and the question being asked about the "difficulties regarding the current flu vaccination programme" I also clearly heard and understood your response and assertions about the programme and dismissal of the questioner!

~~I am almost certain that you assured us that there was sufficient vaccine and that particularly the over 65s, would be vaccinated. Why did I believe this when I had already tried unsuccessfully on 2 occasions to obtain the service for~~

~~I was willing to be reasonable and to consider that there was maybe just a bit of a backlog and all would be fine! How stupid am I to believe what I hear from our leaders in the Scottish Parliament - why do we not learn from previous experiences!??~~

I have now made 4 attempts to get appointments without success and, on finally questioning what is going on, I am told they cannot "accommodate" us until January as they cannot get sufficient vaccine! And this despite your insistence that this is not happening. I sometimes wonder if those sitting in the parliamentary seats have any clue about what is going on in the real world (education, NHS, emergency services etc spring to mind!!) What happens, I wonder, if there is a flu epidemic before then - who takes the responsibility - I can guarantee that it will not be our Scottish Parliament! I should add that relatives in England and Wales have had no problems like this! No doubt, as usual, the blame will be laid at the door of the London Parliament and another excuse to have a go at them!!!

Thankfully, after the intervention of a very caring district nurse, with an already over stretched work load, we finally managed to get ~~_____~~ vaccinated this week - do you think this is acceptable?

Most of us would have so much more respect for you and your colleagues if you occasionally acknowledge your shortcomings and admit that things are not as you imagine but as most of the general public experience on a daily basis. By insisting, as you regularly do, that "everything is rosy and getting better" does very little for the cause of your party or for our trust in our elected members.

~~I would add that our local general practice is excellent despite all that they have to endure and none of this is their fault - in fact I sense their extreme frustration in being unable to provide the flu vaccination programme to the standard they would wish - and all this beyond their control despite the continual assurances from you that everything is running to plan!!~~

~~So here's to 2019 and the hope of vaccination!!~~

Yours respectfully

~~_____~~