

# Autumn 2020 Newsletter

ISSUE 8

## Welcome to Autumn



*96% of our patients have a nominated pharmacist for us to electronically send their repeat prescriptions to. For patients who have not nominated a pharmacy we will send you a barcode number that you can take to any pharmacist and they will download your prescription details. Green manual prescriptions are rarely needed now.*

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### COVID 19 updates

The NHS is here for you—we are open and our premises are safe.

The last few months have meant many changes to the ways of working for all GP surgeries. Our priority has been to keep our patients and staff safe. Here at Pitshanger we have moved to an online consulting system—E Consult, moved to a new video and telephone communications system and have new infection control protocols in place. We’ve communicated these out via our website and text messages and wanted to use this newsletter to remind patients of how to contact us—the over riding message is that we are open, safe and want to talk to you—either by phone, video, online consulting or face to face.

#### How to contact us

Go onto our website [www.pitshangerfamilypractice.nhs.uk](http://www.pitshangerfamilypractice.nhs.uk) and complete the E Consult form. It allows you to ask about common problems and ask about general symptoms, there is also a section that allows for you to ask for admin help, ie doctors letters or fit notes.

Once completed the form comes directly to our clinical system and the GP will triage your request. We aim to communicate back to you within 48 hours.

We want all our patients to be able to access us and patients without access to the internet are asked to call us and the receptionist team will complete the form on their behalf.

Appointments to see our nurse and HCA for vaccinations, blood pressure checks, wound checks etc can be made directly with reception over the phone.

#### What is NOT back to normal at the surgery?

- no walk in patients—patients come to the surgery only to see the GP or other clinicians for a pre booked appointment
- No COPD checks
- No patients seen if signs of Covid 19—we have a hub at Mattock Lane who are equipped to see patient who have a condition that requires them to be seen at the same time as displaying Covid symptoms. We will book you into this clinic.

Delays in accessing secondary care— patients with an urgent medical need are still be seen by secondary care services ( hospital, community clinics, outpatients) and services are working hard to come back to pre Covid levels of activity.

Routine appointments and operations ie hip replacements—there are some long delays, in many cases you will not get a appointment date but be put on a waiting list by the hospital. Please do not call us regarding your appointment ,we have no access to the hospital systems, you need to liaise directly with the hospital appointments team.

## Vaccination updates

### Childhood immunizations

It is vitally important that your child is up to date with their immunizations. We are messaging out monthly reminders to all parents/carers of children—please ring and book an appointment.

### Flu Vaccinations Autumn 2020

We will start our flu vaccination programs from the middle of September 2020. All over 65's are eligible for a free vaccination and all patients of any age in the 'at risk' category (long term conditions) are also eligible. In addition we will be vaccinating children aged 2 -3 and any patient who is living with a person who is 'shielding' and all carers. We will text out to all patients when we open up the appointment booking.

In 2020/21, flu vaccinations will be offered under the NHS flu vaccination programme to the following groups:

- all children aged two to three (four to eleven year olds will have the vaccine at school) on 31 August 2020

- people aged 65 years or over (including those becoming age 65 years by 31 March 2021)
- those aged from six months to less than 65 years of age, in a clinical risk group such as those with:
  - o chronic (long-term) respiratory disease, such as severe asthma, chronic obstructive pulmonary disease (COPD) or bronchitis
  - o chronic heart disease, such as heart failure
  - o chronic kidney disease at stage three, four or five
  - o chronic liver disease
  - o chronic neurological disease, such as Parkinson's disease or motor neurone disease,
  - o learning disability
  - o diabetes
  - o splenic dysfunction or asplenia
  - o a weakened immune system due to disease (such as HIV/AIDS) or treatment (such as cancer treatment)
  - o morbidly obese (defined as BMI of 40 and above)
- all pregnant women (including those women who become pregnant during the flu season)
- household contacts of those on the NHS Shielded Patient List, or of immunocompromised individuals, specifically individuals who expect to share living accommodation with a shielded patient on most days over the winter and therefore for whom continuing close contact is unavoidable

people living in long-stay residential care homes or other long-stay care facilities where rapid spread is likely to follow introduction of infection and cause high morbidity and mortality.

- those who are in receipt of a carer's allowance, or who are the main carer of an older or disabled person whose welfare may be at risk if the carer falls ill

health and social care staff, employed by a registered residential care/nursing home or registered domiciliary care provider, who are directly involved in the care of vulnerable patients/clients who are at increased risk from exposure to influenza.

- health and care staff, employed by a voluntary managed hospice provider, who are directly involved in the care of vulnerable patients/clients who are at increased risk from exposure to influenza.
- health and social care workers employed through Direct Payments (personal budgets) and/or Personal Health Budgets, such as Personal Assistants, to deliver domiciliary care to patients and service users.

## Evening and Weekend appointments

If you wish to see a GP or nurse in the evening or at the weekend we are able to book you into one of 3 hub practices in Ealing that will see patients on our behalf. There are 2 close to our surgery, one in Ealing Broadway and the other in Greenford, just along from Brentside School. You need to ring us and we will book the appointment for you, they are not available to be booked directly.

## Reminders for patients to book appointments for their annual reviews for diabetes, asthma, mental health and hypertension

We have moved all our annual reviews for patients to the month of birth i.e. if born in May your annual review will be performed in May. We are hoping that this will encourage patients to remember to book an appointment, we will also send you a text reminder to book an appointment. Its really important that these reviews are performed to ensure your on-going health and for us to prescribe medication safely.

We know a number of patients delayed their reviews due to Covid 19, reminders have been sent and you should ring to book an appointment.

## Patient GP Survey 2020

The national GP Survey results for 2020 have been released and we have included a snapshot below. We are pleased that are patients have recorded such positive experiences. We have not undertaken our own annual practice survey this Spring due to Covid 19 and the resources that it requires, we hope to send out a survey in January 2021. If you have any feedback you are welcome to send it to [admin.pitshanger@nhs.net](mailto:admin.pitshanger@nhs.net).

Results from the 2020 survey 

[Provide feedback on this website](#)

### The Pitshanger Lane Surgery

209 Pitshanger Lane, Ealing, London, W5 1RQ

[Practice overview](#)

[Patient experience](#)

[Compare practice !\[\]\(b792654f2cef9719eabeb6c5be00811e\_img.jpg\)](#)

### Where patient experience **is best**



**91%** of respondents say they have had enough support from local services or organisations in the last 12 months to help manage their long-term condition(s)

Local (CCG) average: 72% | National average: 77%



**87%** of respondents describe their experience of making an appointment as good

Local (CCG) average: 67% | National average: 65%



**81%** of respondents are satisfied with the general practice appointment times available

Local (CCG) average: 65% | National average: 63%

### Where patient experience **could improve**



*This practice has scored higher than their CCG average in every question*

## **Staff News**

Dr Perera is currently on maternity leave after having a baby girl—she is due back January 2021. Dr Hakim is covering her sessions.

We work with Imperial College and are part of their Medicines in the Community project where two year 3 Medical students come to us for a period of 10 weeks 3 times a year. They are under the supervision of Dr Minoli Perera and work on a variety of projects, you will see them around the surgery and also sitting in with Dr Perera. The next students will arrive in January 2021.

We have a clinical pharmacist employed by our Primary Care Network who will be working with us from September 2021—they will be working primarily on patient hospital discharges, changes to medications and reviews of patients medications.

## **Clinical room refurbishment**

During the Covid lockdown period we had builders in who added additional soundproofing to Dr Das's consulting room. We refurbished an additional room to clinical standards on our first floor—this room is due to be used by our clinical pharmacist who should start in September 2020 and also by our primary care mental health specialist, Sejal.

## **Argyle Road Practice**

We are currently hosting the Argyle Road Practice Nurse's while their surgery is refurbished—they should be relocating back to their practice in September.

## **Virtual Patient Participation Group (PPG)**

We have a 'Virtual' Patient Participation Group and are always hoping to recruit new members. As a member of the Virtual Group you will be emailed, occasionally, to ask some questions such as what do you think about our opening times, or the quality of the care or service you have received. We will keep our surveys short so it shouldn't take too much of your time. We would very much like our group to have representatives from all age groups and ethnic backgrounds. Please ask Reception if you'd like to join and we will add you to our mailing list.

We hope that you have found this newsletter informative. We would really welcome your input as to items that we can include in the next publication.