



Patient Participation Group (PPG) Newsletter

Contact us

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Email:
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(for PPG queries only and
checked weekly)

Please do not use the main
reception telephone number to
contact the PPG

GP Registrars in Training

Dr Parul Srivastav completed a very successful six months with us and she has now moved on to another surgery to complete her training.

From August until December 2021, we had three GP Registrars training with us. Dr Josh Corlis and Dr Vinoth Gajendiran were at the start of their GP training program and were only with us for four months but were a great asset during that time. They have now moved on to their next rotations at Princess Alexandra Hospital and we currently have Dr Satwat Mueed who will remain with us for another year to complete her training. In addition to this, we have another Registrar joining us in April 2022. Both of our GP Partners continue to supervise and mentor the trainee Registrars during their training programs.

Total Triage still in place

Parsonage Surgery is continuing Total Triage. This means that every patient contacting the practice either by eConsult, email or telephone, is first triaged before making an appointment & then offered an appropriate appointment i.e., telephone, video, or face-2-face. You will still be asked screening questions by a member of the team prior to face-2-face appointments.

Total Triage is important to reduce avoidable footfall in practices & protect patients & staff from the risks of infection. If you are requested to attend a face-2-face appointment at the surgery, please wear your own mask / face covering & attend the appointment alone where possible. It would also be appreciated if a lateral flow test could be undertaken prior to any attendance at the surgery so that we can keep our staff as safe as possible.

PPG Meeting Status

Meetings in person of the group have been on hold since first lockdown.

We are currently looking at the optimum way to revive quarterly meetings in a safe, efficient and effective format.

The PPG is a forum for patients who are keen to help Parsonage Surgery improve services and to lobby on wider health needs that they feel strongly about. If you have an idea, then this is a great place to share it. All patients are warmly invited to meet with other members of the Patient Group, so please feel free to attend meetings.

Administration Staffing

We lost long standing members of the Parsonage team last year. Lucy Barry moved on to an exciting new administration role in the laboratories at Addenbrooke's Hospital. Whilst Faye Rogers is also pursuing new opportunities. We thank them both for their years of service at Parsonage Surgery and wish them well in their new endeavours. New faces in the reception team are Beth Lee and Jodie Phillips. Sally Curtis joined us in June 2021, covering both reception and administration duties. We welcome them all to the team.

Co-Location with South

Street Surgery – latest Phased building work is due to start imminently, with minimal disruption to clinical rooms / reception area initially, however, we will update patients as further plans are confirmed. Business as usual for patients. The works could take anywhere from 6-18 months; we hope the former!

PPG View:

Meeting Minutes 09.01.2019
Co-Location plans offer a short-term solution – but not looking far enough into future needs of Bishops Stortford, which is expanding at a rapid rate and with not enough space to accommodate both surgeries and support the anticipated long-term growth of patient catchment area.

New Phone system

A new phone system was installed in August 2021 which allows patients to queue rather than having to keep calling until they get through. It took some getting used to for the surgery staff but we hope it is working well for patients and would welcome any feedback that may allow us to improve things further.

Telephone Appointment

If patients feel they would benefit from a telephone appointment rather than face to face please ask the receptionist, who will book you in with a Clinician; **this will be either an a.m. or p.m. call. Please note our receptionist cannot provide a definitive time for the call back, please do not keep calling or emailing the surgery - the Clinician will call you back.**



Parsonage Surgery Website

For patients with online access (smart phone or home internet) there is a wealth of useful up to date information at:

<https://www.parsonagesurgery.co.uk/pages/How-to-Access-Services---update>

In the current climate of fast changing advice and availability of differing health services, patients will often find the answer to their query much quicker online than by email or phone. In particular, arrangements for x-rays and blood testing have changed a number of times in the last year or so and the website is updated whenever new information comes to light.

Covid Vaccination Program

As you will have seen in the media, the rollout of the Covid-19 vaccination program has been regularly revised in light of the fast-moving variants and updated research. We are doing our best to keep patients informed regarding their eligibility for a vaccine but the first point of call should always be our website, which we try to keep as up to date as possible, or the national booking service.

We have continued to play our part in the vaccination clinics at Bishop's Stortford Football Club with our partners in the Primary Care Network and recently ran our first on-site vaccination clinic with our Practice Nurse, Ami Ryder-Leese vaccinating the eligible patients. We will continue to respond to the requirements of this important programme.

The GP Patient Survey 2022

This independent survey is run by Ipsos MORI on behalf of NHS England. The survey is sent out to over two million people across the UK. The results show how people feel about their GP practice. It arrives in the mail or online to a sample of GP patients. You are given an access code to either complete online or in paper format. All those who receive the survey are urged to respond which provides essential feedback in these fast-changing times.

Integrated care systems (ICSs)

These are new partnerships that bring together providers and commissioners of NHS services across a geographical area with local authorities and other local partners to plan health and care services together to meet the needs of their population. The central aim of ICSs is to integrate care across different organisations and settings, joining up hospital and community-based services, physical and mental health, and health and social care. All parts of England will be covered by one of 42 ICSs.

This is in the context of the Health and Care Bill going through Parliament. Clinical Commissioning Groups (CCGs) will be replaced/incorporated in the new set up. A new target date of 1 July 2022 has been agreed for the new statutory arrangements to take effect and Integrated Care Boards (ICBs) to be legally and operationally established. A short easy introduction.

<https://www.youtube.com/watch?v=mz4FFE2y8PM>

Raising awareness of Long Covid & Support Available

Long COVID has been identified as a significant challenge for patients following exposure to the virus and affects individuals differently based on a number of factors including underlying disease, age of patients, e.g., children, living in areas of deprivation and whether or not patients were admitted to hospital or Intensive Care Units (ITU)

It appears that there is likely to be an ongoing challenge for healthcare organisations and services to manage Long COVID as emerging evidence suggests a significant long-term burden among those experiencing prolonged symptoms.

Although there is no specific treatment for Long COVID, there is a range of resources such as online help, complementary therapies & healthcare support to assist people to manage symptoms effectively.

Long COVID (Post Covid Syndrome)

Long COVID usually presents with clusters of symptoms, often overlapping, which may change over time and can affect any system within the body. Many people with Long COVID may also experience generalised pain, fatigue, persisting high temperature and psychiatric problems.

'Long COVID' is a commonly used term to describe:

- Ongoing symptomatic COVID-19: signs and symptoms of COVID-19 from 4 to 12 weeks.
- Post-COVID-19 syndrome: signs and symptoms that develop during or after COVID-19 and continue for more than 12 weeks and are not explained by an alternative diagnosis.

General practice plays a key role in supporting patients, both adults and children, with long term symptoms of COVID-19. This includes assessing, diagnosing, referring where necessary and providing longer term holistic support of patients. Workforce education and training has taken place on how to identify, assess and manage Long COVID in patients.

Following patient assessment with a GP and relevant tests being completed, if ongoing symptomatic COVID-19 is diagnosed (from 4 weeks after infection), patients may be offered the following:

Your COVID Recovery website

Signposting to self-management support including the online platform Your COVID Recovery (YCR) Phase 1

<https://www.yourcovidrecovery.nhs.uk/>

Other local rehabilitation or support services

Supported self-management from the practice or primary care network team; this may include input from social prescribers, health / wellbeing coaches and care coordinators with linking into community groups or other existing community services as appropriate.

Post COVID assessment clinics

Referral into a Post COVID assessment clinic if self-management alone is not appropriate and if further investigations or support are required.

The New Normal:

"We long to return to 'normal' but *normal led to this*, To avert the future pandemics that we know are coming, we must grapple with all the ways 'normal' failed us. We have to build something better"
Ed Yong, The Atlantic, 09/2020