



## Patient Participation Group (PPG) Newsletter

### Contact us

Patient Participation Group  
Kitwood Unit  
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Email:  
parsonageppg@nhs.net  
(for PPG queries only &  
checked weekly)

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

### End of Shielding

Since 1st August, clinically extremely vulnerable people are no longer advised to shield, but support continues from NHS volunteers & local councils.

People retain their priority for supermarket delivery & can access help with shopping, medication, & transport to medical appointments.

This group should continue to follow strict social distancing measures; they will be able to participate in more activities such as visiting shops & places of worship.

Equally those who need to work & cannot do so from home are able to return as long as their workplace is COVID secure.

### Appointments in the Surgery during Coronavirus

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.

### Co-Location with South Street Surgery – latest

Full business case submitted by the CCG to NHS England.

Potential build start date provisionally end of September to early October 2020, although may be delayed to January 2021 - TBC

Phased building work, with minimal disruption to clinical rooms / reception area initially, however we will update patients as further plans are confirmed.

Business as usual for patients.

Potential end date is six months from start.

### Staffing Update

**Ami-Ryder Leese** - Full time Nurse joins the team. Previously worked as a Student Nurse & Assistant Practitioner in hospital settings since 2012 Graduating in 2020 from Anglia Ruskin University. She is passionate about providing the highest standards of patient care using evidence-based practice. Ami will be completing the Fundamentals of Practice Nursing Course from September 2020

**Nurse Jodie** is going to be completing her Minor Illness training from Sept – Dec 2020 which will be of great benefit in the winter months to relieve pressure on GP appointments. Dr Takhar will be mentoring Jodie throughout this course.

To maintain the health & safety of both our staff & all patients, our waiting areas have been separated into Green, Amber & Red Zones so that patients can be socially distanced appropriately.

All waiting areas are signposted but in general, if you have an appointment with the Nurse, Midwife or Healthcare Assistant you will be asked to wait in the Green zone, for the Doctors you will be asked to wait in the Amber zone.

You will only be asked to wait in the Red Zone if you have symptoms of coronavirus. In this case you will also be given advice about entering the practice through a different door.

Please follow all guidance from the reception team.

### Registrars in training

We said goodbye to **Dr Kanagasundrem** & now have 3 new GP Registrars, **Dr Kanzaria** & **Dr Batool** will be with us for 6 months & **Dr Ashfaq** for 12 months. Both of our GP's supervise & mentor the Registrars.

**Scott Downham** is a Clinical Pharmacist who is joining us one day a week to support the GPs with safe prescribing. Scott will conduct medication reviews, long-term condition reviews & minor illness.

**Apprentice Roles.** We have started interview for two new roles within the admin team & welcome **Sophie Wilks** as one of our new apprentices, starting on 07.09.20. **Ellie**, our current apprentice, leaves us in September & has been a fabulous asset to us in extremely testing times. We wish her all the best for her course at Anglia Ruskin University & in her exciting new career.

## Flu Vaccine Campaign 2020/21

We anticipate commencing our child nasal flu clinics on Thursday 10<sup>th</sup> September & adult flu clinics on Wednesday 30<sup>th</sup> Sept 2020 subject to vaccine delivery. All eligible patients will be contacted by the surgery & offered an appointment.

Our nursing team have already completed their flu update training through an online course. We are hoping to carry out a walk-through flu clinic, which will be monitored with social distance guidance during weekends in early October. There may be some collaboration for flu clinics across the Primary Care Network (PCN) if required.



## The National GP Patient Survey 2020

The GP Patient Survey is an independent survey run by Ipsos MORI on behalf of NHS England. 284 surveys were sent out to Parsonage Surgery patients with 125 surveys completed. This is just a snapshot of some of the results, for example, the % of patients having confidence in our Clinician's & meeting patient needs scored 99%, with Parsonage Surgery being the highest ranked in Stort Valley & Villages practices. In our lowest score it is hoped that along with the planned reconfiguration & review of our telephone system, we would aim for this % to increase next year. Full results at <https://gp-patient.co.uk/PatientExperiences?practicecode=E82654>

**56%** find it easy to get through to this GP practice by phone

Local (CCG) average: 61% | National average: 65%

**98%** find the receptionists at this GP practice helpful

Local (CCG) average: 88% | National average: 89%

**76%** are satisfied with the general practice appointment times available

Local (CCG) average: 57% | National average: 63%

## NHS Staff Antibody Testing

This has been available for all staff in local GP practices from 6<sup>th</sup> July. We have all taken part in this testing & staff also had testing privately at practice expense.

## Appointments for blood testing

The Pathology department are operating an appointment system to provide blood tests for ALL patients which will ensure social distancing. This service is available at the outpatient's departments of the PAH-Harlow, St Margaret's-Epping & Herts & Essex - Bishops Stortford. For further information, please click on the link:

<https://www.pah.nhs.uk/our-services/service/blood-tests-30/>.

Patients will be asked to provide their name, DOB, where & when they would like to have the test & what the test is for etc. For patients who do not have access to email, there are now 2 appointment phone lines for blood tests: 01279 827163 or 01279 827168.

The best way to make a blood test appointment is to use the PAH link above & follow the instructions to email.

If your test is urgent & you are unable to contact the pathology department to make an appointment, please visit Princess Alexandra Hospital outpatient reception, Zone B, location B5 & take a ticket. Patients with scheduled appointments will be seen first, & you may be asked to wait & use social distancing.

## Car Parking Pay and Display at H&E

Back in action from 1<sup>st</sup> Sep 2020.

Patients can now receive 30 minutes free parking; a ticket must be obtained from the machine & clearly displayed in your vehicle.

## X-rays

The arrangements for the **GP X-ray film walk-in service** are currently:

**The Princess Alexandra Hospital:** Radiology Dept.- Area B6, Hamstel Road, Harlow, CM20 1QX

Routine referrals: Monday-Wednesday & Friday 8am-12:30 & 1:30-7:45pm. Saturday & Sunday 9am-1pm. Please note routine referrals will not be accepted on Thursdays as OPD imaging referrals are prioritised then. Urgent Referrals Monday-Friday 8am-7:45pm, Saturday & Sunday 9am-1pm

**Herts & Essex Hospital:** Radiology Dept - Haymeads Lane, Bishops Stortford, CM23 5JH

Urgent Referrals ONLY -Monday-Friday 8:30am-12:30pm & 1:30-4:30pm

**St Margaret's Hospital:** Location: Radiology, The Plain, Epping, CM16 6TN.

Urgent & Routine referrals Monday-Friday 8am-4:30pm

This will be subject to review. The Radiology Department will advise us when normal service can be resumed

**The Next PPG meeting** was scheduled for Wednesday 4<sup>th</sup> November 7pm to 8.30pm, however we may need reschedule this date due to building work being carried out. Potentially a 'virtual PPG meeting' may be a possibility. New date / time TBC.

