

# QUAY LANE SURGERY



## SUMMER & AUTUMN 2020

All information about practice services can be found on the Quay Lane Surgery website – [www.quaylanesurgery.co.uk](http://www.quaylanesurgery.co.uk)

### Patient Newsletter

It has been a challenging time for us all and COVID-19 has meant that General Practice has had to adapt constantly to an every changing situation and adhere to many directives from NHS England and the Government. Unfortunately many of these changes have happened on a daily basis without any chance to inform patients and we are very grateful that patients have been understanding and accepting of these changes. There has been a misconception that General Practice has only just started to open up which just isn't the case, as we have remained open since the beginning of lockdown. Our GPs and Nursing Team have worked incredibly hard to provide excellent healthcare to our patients during this time; as has our reception and dispensary team in what has been, and continues to be, very challenging circumstances. Thanks go to each and every one of the team.

Fortunately Cornwall has had a low infection rate but we must still remain vigilant. We have done our level best over the previous months to keep our patients and staff safe in this ever changing environment. However, the practice workforce has been under sustained pressure during this time. We have had staff shielding, working from home and on occasion, where necessary, self-isolating but are extremely grateful that our staff have remained dedicated to their roles to provide you with the best possible healthcare during a difficult situation.

### Practice Changes

Our Patient Participation Group set up a voluntary delivery service for those patients who are very vulnerable. The PPG felt it important to continue medication deliveries for this group of patients after shielding was lifted. There is a strict criterion for patients using this service.

Nicola Stephens is our new Clinical Pharmacist and will be working 2 half days a week on a Monday and Friday morning. Appointments can be booked directly with her through reception.

Paul Sumner, our First Contact Physio, is now offering appointments every Tuesday. Appointments can be booked directly via Reception.

We have taken delivery of a Portacabin in the car park at the main surgery which gives the practice 2 additional rooms (1 for consulting patients and 1 for admin). We are in the process of kitting out the rooms and hope to start using them in early Autumn.

### Access To the Practice

For patient and staff safety we continue to screen everyone attending for an appointment by asking a set of COVID questions and taking their temperature. This will continue for the foreseeable future.

All patients must wear a face covering unless exempt and have a clear clinical reason. Please make staff aware if this applies to you. This is applicable at both the main and branch surgery. We also ask that you attend appointments alone unless you are attending with a child or vulnerable adult.

At a time when we were struggling the 'Love our NHS' campaign made a difference to our morale and many patients said nice things and praised our efforts. Now the lockdown is easing we have noticed that a small minority of patients are getting frustrated with the staff. Please bear in mind that our team members are putting themselves on the frontline and deserve appreciation and respect. Whilst we welcome feedback we kindly ask that any complaints are reasonable.

## IT



COVID-19 has meant new ways of working for General Practice and we have embraced digital ways of consulting patients. We use a system called AccuRX which enables clinician and patient to have a video consultation using their mobile phone. It also allows a two way messaging service between patient and practice allowing you to upload pictures when asked.

Our sign up to Patient Access (online services) has increased with more patients ordering medication online. Patients can sign up via our Website or in the Practice.

We have also seen an increase in patients using E-Consult to contact their GP or ask an administrative question via our Practice Website. It has also successfully signposted patients to self-help where needed.

The GP Video Consultation service LIVI has also seen an increase in patients using their service during evening and weekends. LIVI have, for the next 3 months, extended their service to offer daytime appointments. This is to help ease the pressure in General Practice whilst lockdown is easing – offering an alternative for patients who have routine concerns (please note that you will not see one of our GPs)

## FLU

We have now received our vaccine arrival confirmation dates and are offering appointments to patients in the eligible at risk groups.



The eligibility criteria for flu vaccination for 2020 are as follows:

- You are over 65
- You are a carer
- Pregnant women
- Chronic (long-term) respiratory diseases
- Chronic heart disease
- Chronic kidney disease
- Chronic liver disease
- Chronic neurological conditions
- Diabetes
- Problems with your spleen
- A weakened immune system
- Being seriously overweight (BMI of 40 or over)

As many of you will know, the 'flu vaccination programme' has extended to our 50 – 64 year olds which is in addition to our normal vaccination programme for eligible adults.

We are still awaiting guidance regarding the new cohort of 50 – 64 years olds'. We expect to deliver vaccinations to these patients from November onwards after the priority vaccination programme for our at risk patients is complete.

## PPG (Patient Participation Group)

Our patient group meets bi-monthly and is a platform for our patients to have a voice, to offer support and be a sounding board for positive change.

We welcome new members. If you would like more information please contact Claire Croft (PPG Chair) - [quaylaneppg@gmail.com](mailto:quaylaneppg@gmail.com)

### Downderry Surgery

The surgery will be closed on Thursday 8<sup>th</sup> and Friday 9<sup>th</sup> October to have new flooring laid. Prescriptions must be collected from the main surgery on these days.

### Thank you to our Volunteers



We have been overwhelmed by the generosity of people wanting to volunteer and are extremely grateful for their support and desire to be of service to our patients and staff. Our volunteers have played such a vital role in the running of our surgery during COVID-19, whether they provided door marshal duties or home deliveries of medication, their contribution is unmeasurable. We are truly inspired by the enthusiasm and personal commitment to making a difference in these unprecedented times.

### Dispensary Services



All of our team have been exceptionally busy during the COVID-19 pandemic; this is especially the case for our Dispensary. To try

and help with the increase in demand we have adjusted the opening hours slightly to allow for a more productive output. The Dispensary will continue to be closed between 1 – 3pm Monday to Friday.

Please provide us with your mobile telephone number so that we can text you when your medication is ready to collect. This will prevent an unnecessary journey and disappointment if your medication is not ready for collection.

We kindly ask patients to allow 5 working days from ordering to collection of medication.

### A Note from the Dispensary Team

An average month sees us process over 8,000 prescription items and this number has increased over the last few months. Broken down this amounts to approximately 1,847 prescriptions per week and about 370 prescriptions every day.

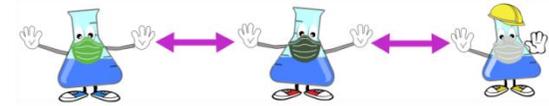
Also, due to COVID-19 many pharmacies across the country have been unable to source various medications due to national shortages. Our Dispensary Team have proactively sourced these limited items to ensure, where possible, continuity in your important medicines.

With these things in mind we ask that you allow plenty of time between ordering and collection to allow for deliveries from the drug companies and safe dispensing due to the increase in demand.

We appreciate your patience and understanding during these difficult times and please be assured that we are doing everything we can to provide an efficient and reliable service during the pandemic.

### Queues and Social Distancing

Social distance, please



We are aware of the issues that social distancing is causing in regards to queuing for medication collections and appointments, especially during adverse weather conditions. The distancing rules and processes are governed by Public Health England and the NHS and it is imperative at this delicate stage of the fight against this pandemic that we continue to do everything we can to safeguard against the unwanted spread of the virus.

We ask, if possible, that you prepare yourself adequately and wear suitable attire depending on the current weather. We will continue to explore alternatives to the service, particularly as the weather changes, but fundamentally the prevention of the spread of COVID-19 must and will remain the primary factor in any decision or system we implement.

### A Big Thank you from the Practice Team



We would like to thank everybody who has helped to support us over these past few difficult months. We have received donations of PPE, homemade masks, hand sanitiser, surgical masks, cakes, chocolates and much more. Not only have we received donations but we have also had some very kind messages of support and positive feedback from our patients to help raise our spirits.

We are very grateful to everybody in our community for their wonderful support.