



Patient Participation Group Update - September 2020

Introduction from Dr Anil Shah



We know this has been a challenging few months for everyone coping during the Coronavirus Pandemic.

As you know, our Practices and our Patients have had to adapt to many new ways of operating and we thank you for your support during the last few months and do hope that you and your families are safe and well.

We wanted to provide you an update on a few key areas:

- Operating in a new way
- NHS Track and Trace trial - London Borough of Newham
- Digital Transformation
- Practice News
- Our Primary Care Network
- Seasonal Flu campaign 2020

Operating in a new way

Over the past few months we have had to review and formalise a working 'risk assessment' document which evaluates all areas of our Practice to ensure consideration has been given and actions taken to minimise any risks to our teams and patients.

We have also had to adapt our Practice environment to make it 'Covid safe' and complete an official 'Employer's Declaration' to confirm that we are following HM Government advice.

We have introduced new screens at Stratford Health Centre and Patient / Staff fixed hand sanitiser dispensers throughout the Practices as well as introduced enhanced infection control processes



- Reception waiting rooms re-configured 2 ensure 2 metre social distancing
- New floor queuing stickers
- Implementation of hand sanitiser stations for patients and team members throughout the Practice
- New screen installed at Stratford Health Centre (already have glass at The Forest)

Staying COVID-19 Secure in 2020

We confirm we have complied with the government's guidance on managing the risk of COVID-19

• FIVE STEPS TO SAFER WORKING TOGETHER •

- ✓ We have carried out a **COVID-19 risk assessment** and shared the results with the people who work here
- ✓ We have **cleaning, handwashing and hygiene** procedures in line with guidance
- ✓ We have taken all reasonable steps to **help people work from home**
- ✓ We have taken all reasonable steps to **maintain a 2m distance** in the workplace
- ✓ Where people cannot be 2m apart, we have done everything practical to **manage transmission risk**

Employer _____ Date _____

Who to contact: _____
(or the Health and Safety Executive at www.hse.gov.uk or 0300 003 1647)

We have used a number of tools to ensure we are Covid Safe and have minimised risk

- HSE Guide to Risk Assessment
- HM Government '5 steps to working safely' (published 11th May 2020)
- HM Government 'Working safely during Covid-19 in offices and contact centres' (published 11th May 2020)
- NHS England National Guidance
- PHE National Guidance

The 5 steps to working safely is very clear and all aspects have been discussed, reviewed and actions implemented to support a safe way of working for the practice teams and our Patients

Our risk assessment is reviewed frequently and we have had to make further changes this week as a result of new Government Infection Control advice and guidance. From this week, we are asking **ALL Patients visiting the Practices to wear a face covering on entering the building.**

Updated guidance was issued to General Practices on Friday 7th August from NHS England with clear expectation of how we should operate in the next phase of the Pandemic. - We will continue to triage patients by telephone / video and of course will offer face to face appointments as clinically necessary. We will continue to 'screen' all patients for Covid symptoms in order to avoid any transmission to our teams or other patients.

We are pleased to confirm that our Practice Nurse team have maintained the National Childhood Immunisations programme during the pandemic and have resumed the important Cervical Screening programme from 1st June - the team have now seen over 500 patients face to face over the last 2 months.

Many of our long term condition reviews have been held 'virtually' and whilst this is not ideal - it has enabled a sufficient 'check in' with our Patients suffering from long term conditions such as asthma and diabetes.

New NHS Test and Trace app to be trialled with residents in Newham

Email sent to Newham Practices

- NHS Test and Trace Service results in line with the recognised metric of success for contact tracing services across the world
- Newham residents will be the first to trial the new NHS Test and Trace app ahead of a national roll-out and will receive unique codes in the post to download the app
- App features include - alerts based on postcode, QR check-in at venues, symptom checker and test booking
- The app will work alongside enhanced contact tracing services and testing to help minimise the spread of Covid-19
- A new NHS Test and Trace app will be trialled with residents in Newham from this week, as well as on the Isle of Wight and to NHS Volunteers Responders across England, as part of the country's NHS Test and Trace service.
- Residents in Newham will receive unique codes to give them early access to download the app via email and post. They will be part of a three-week trial period as the NHS Test and Trace programme rigorously evaluates the app in real-world settings to monitor performance and identify improvements ready for national launch.
- The app needs to be tested in different ways with different groups that represent the whole of the UK. Newham is an area with a diverse population who might be more at risk to the virus so trialling the app here will ensure that it meets the needs of a range of different communities.
- The NHS Test and Trace app has been designed to work alongside traditional contact tracing services and testing, to help people to understand if they are at risk of infection so they can take action to protect themselves and their communities. It uses the latest in security technology and is designed with user privacy in mind so it tracks the virus, not people.
- England's NHS Test and Trace programme has worked closely with major tech companies, including Google and Apple, scientists within the Alan Turing Institute, medical experts, privacy groups, at-risk communities and teams in countries across the world such as Germany using similar apps, to develop a state-of-the-art app that is safe, simple and secure.
- **Chair of Newham CCG, Dr Muhammad Naqvi said**
"A fully functional contact tracing app is an important part of the suite of strategies we have employed to help reduce transmission. We need to trace close-proximity contacts as quickly and accurately as possible. This is especially important when we may come into contact with people that we may not know or even remember meeting."
- "A successful pilot in Newham with a contact tracing app that can do this, will help

us to return to a more normal way of engaging in activities such as work and social interaction with friends and family - knowing that our contacts can be quickly informed we get infected."

The app has a range of additional, enhanced features that will help to reduce personal and public risk from COVID-19 as part of the end-to-end Test and Trace service:

- ✓ *Alert: letting users know the level of coronavirus risk in their postcode district.*
- ✓ *QR check In: alerting users if they have recently visited a venue where they may have come into contact with someone who later tests positive with COVID-19*
- ✓ *Symptoms: allowing users to check if they have coronavirus symptoms and see if they need to order a free test all in one place*
- ✓ *Test: helping users book a free test through the app and get results quickly to know whether they have COVID-19.*
- ✓ *Isolate: if a user is told to self-isolate, a timer feature will help countdown that period and access will be provided to relevant advice*

Digital Transformation



The coronavirus pandemic has forced significant 'digital' improvements and many of these we will continue to build on in the coming months - this is endorsed by the Department for Health and Social Care

From 1st March we launched a new GP on-line consultation process. This asks patients requesting an appointment to complete an 'on-line' form which is then reviewed by one of our clinical team within 48 hours. For patients unable to access these forms, these may be completed over the phone with one of our Reception Team. Up to the end of August 2020, we have now processed 4,000 on-line forms across our two Practices. Many Practices in Newham have introduced 'total triage' where every patient must complete a form before an appointment will be allocated.

Other 'digital' improvements:

- 40% of our Patients now have on-line access and can view medication and view their test results - this continues to build
- A significant increase in the use of Electronic Repeat Dispensing where prescriptions are sent electronically to the Patients nominated pharmacy - now over 90% of patient use this service
- A significant increase in electronic repeat dispensing - this allows for multiple prescription issues of repeat medications - 60% of our Patients are using this service
- Many administration processes are now completed on-line including new patient registrations as well as the requesting and issuing of 'fitness to work' certificates - this has streamlined processes and is time efficient for our team and saves Patients visiting, waiting and queuing.

Practice News

We held a 'socially' distanced Team Event on 20th August 2020 and this enable us to reflect and share on our Practice success - We have had a 'Team Event Newsletter' to this update which highlights our main achievements.

Our team continues to grow and we are starting to employ more salaried GP's and are pleased to introduce:

- Dr Tahlil Rashid, Lead GP (The Forest)
- Dr Sarah Sadek (Stratford Health Centre)
- Dr Oluremi Sholu (The Forest)
- Dr Sangam Nagrani (Stratford Health Centre)

Primary Care Network

From 1st June 2020, a new Practice was added to the Newham North West 2 Primary care Network. With Dr Anil Shah as the Clinical Director, we are now part of a 5 Practice Network



Newham North West 2 Primary Care Network

Dr Samuel & Dr Khan Practice | East End Medical Centre

Stratford Health Centre | The Forest Practice

Upton Lane Medical Centre

The Network is now starting to share resource and you may have had telephone calls from Rejwan Islam our Social Prescriber who joined us in February 2020.

We have also welcomed Katy Szita, Lead Social Prescriber, Vishal Narad our Pharmacy Technician and have a number of new team member starting with us in October - this included Claudine our Dietician, Rebecca, our Health and Well-being coach and Becky, our third Social Prescriber.

And Finally...



Seasonal Flu

Our Flu vaccinations will be available from early September and we will be in touch to invite you for a vaccination in due course. We will need to stagger appointments and ask Patients to wear a face covering to support our Practice risk measures to protect you and our teams.

We do not know what the future holds and have seen growing Government reaction to 'local lockdown' measures and although a significant reduction in Covid positive cases, there is still a significant threat from the Coronavirus.

Our advice will always be - follow good hand hygiene and all the HM Government measures that have been introduced such as wearing face masks on public transport and in shops (as well as when attending a face to face appointment at our Practice)


If you need any advice / guidance - please contact one of our team or e-mail Chris directly c.eaton@nhs.net




Wash your hands with soap and water more often for 20 seconds

Use a tissue to turn off the tap.
Dry hands thoroughly.


PROTECT YOURSELF & OTHERS




1
Palm to palm




2
The backs of hands




3
In between the fingers



4
The back of the fingers



5
The thumbs



6
The tips of the fingers