



Patient News - November 2021



Introduction from Dr Anil Shah

It's been another challenging few months and the recent rise in Covid cases has certainly been a cause for concern. It is pleasing that the Covid vaccine roll out seems to have impacted on far less hospitalisations. We are still actively encouraging all eligible Patients to take up the vaccine as well as focusing on the Covid Boosters for over 50's.

We are well into the Flu Season and uptake has been a little ahead of last year and again – we urge all eligible Patients to take up the Vaccine.

In other news, our Stratford Practice has just had an encouraging CQC Inspection, we continue to focus on the delivery of key clinical results and the Clinical recruitment market remains even more difficult.

On behalf of all of our Practice teams, we wish you all a restful Christmas period with your families.

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

- ✓ Our Appointment Model
- ✓ Our Clinical Team
- ✓ Coronavirus - Vaccination update
- ✓ Flu
- ✓ Practice News
- ✓ Our Primary Care Network – Newham NW2 PCN

Our Appointment Model

You will be aware there has been a significant media 'hype' with regards to GP Practices and the availability of appointments, particularly 'face to face'.

Our Practice were 3-4 weeks ahead of the National instruction to allow 'unrestricted access' to our Reception Teams and we have continued to offer face to face appointments daily – allowing Patient choice if they prefer a telephone / video consults as in some cases this may be more convenient.

We have also updated our appointment schedule and have both on-line pre bookable and telephone 'pre bookable' appointments available whilst still offering a significant volume of 'on the day' acute appointments.

Online request forms continue to support some of the Administration processes such as New Patient Registration / Requesting of Fitness to work certificates etc.

Our Clinical Team

Clinical team recruitment and retention is probably at its most challenging. The Coronavirus pandemic has certainly changed the landscape. Many providers are offering total remote working, total working hour's flexibility and enhanced rates of pay.

Within Newham the market is extremely competitive and Practices are almost 'bidding' with the best offers to attract new Recruits at all levels.

We are continuing to advertise for salaried GP's at very competitive rates and often have zero applications.

Within our Practices, two of our Salaried GP team have moved to Locum contracts which offer greater flexibility for the individuals and the freedom not to have to pick up the growing clinical administration. I am pleased to say we have a stable and well established Locum team and do hope this continues to offer a certain level of continuity to our Patients.

We have recruited a new Advanced Nurse Practitioner and continue to grow our Physician Associate team supporting Patient consultations as well as the clinical workflow.

Our growing Primary Care Network team are also offering extra appointment capacity through our Wellbeing Team of Social Prescribers, a Dietitian and a Pharmacy Technician. We are actively recruiting a Mental Health Practitioner for our Network of 5 Practices and will add more Clinical roles from April 2022.

Coronavirus Update

We are actively encouraging ALL eligible Patients to take the Covid Vaccine and Booster. There are many options within Newham and the Newham.Gov website has a whole host of information – telephone and email contacts are also detailed below.

Within the Practice we are actively communicating with eligible Patients on a weekly basis to drive awareness and uptake rates.

Questions about the Covid vaccination

Do you have questions about the Covid vaccination? Speak to one of our Covid Vaccine Peer Supporters

Telephone: 0203 373 2777

Email:

covidhealthchampions@newham.gov.uk

Help to book online

If you need help to book your vaccine using one of the online options please contact the Newham Covid-19 Helpline. Note: The Helpline can only help you book for GP clinics if you have been sent a link by text from your GP

Telephone: 020 7473 9711

Email: covidhelp@community-links.org


Book your vaccine

You can book your vaccine by visiting the NHS website or calling 119 (7am – 11pm, Monday – Sunday) or 0203 373 6487 (10am – 6pm, Monday – Sunday).

How to get your Covid-19 vaccine

There are lots of places across Newham where you can get your vaccination. If you are under 40 years old you should get a Pfizer or Moderna vaccination.

Most clinics accept walk-ins subject to vaccine availability and you may be asked to wait.


[View this week's schedule of the vaccination clinics in Newham \(PDF\)](#) 

Note: We are unable to provide your second vaccine less than 8 weeks after your first vaccine or your booster less than 6 months after your second vaccine.

If you try to get your second vaccine or booster early, your appointment may be cancelled and you will be turned away from a vaccination clinic.

General Practice sites

- Sir Ludwig Guttmann Health & Wellbeing Centre, 40 Liberty Bridge Road, Olympic Park, E20 1AS
- Essex Lodge Surgery, 94 Greengate Street, Plaistow, E13 0AS
- East Ham Leisure Centre, 324 Barking Road, East Ham, E6 2RT
- Woodgrange Medical Practice, 40 Woodgrange Road, Forest Gate, E7 0QH
- Westbury Road Medical Practice, 32 Westbury Road, Forest Gate, E7 8BU
- Star Lane Medical Centre, 121 Star Lane, Canning Town, E16 4QH
- Wordsworth Health Centre, 19 Wordsworth Avenue, Manor Park, E12 6SU

You can book by visiting the [NHS website](#)  or calling 0203 373 6487 (10am-6pm, Monday – Sunday). You may receive an invitation to attend at these locations from your GP by phone or text as well.

Pharmacy sites

[You can book an appointment at pharmacies via the NHS website.](#) 

Seasonal Flu Campaign 2021

We strongly recommend that all eligible Patients take up the Flu Vaccination.

Dr Shah has held a number of Flu Clinics over the last few weeks and uptake overall is marginally ahead of last year. The Newham Health Collaborative team has been supporting our housebound Patients. We still have a small quantity of the Over 65 vaccination available as well as the child nasal spray and are targeting eligible Patients.

A number of pharmacies are also offering the vaccination free of charge.

Practice News...

CQC Inspection – September 2021

Our Stratford Health Centre had a CQC inspection during September 2021. The inspection format has changed and the Practice had to submit a large amount of evidence documents prior to a two day inspection (one day remote / one day on site). This evidence covered elements such as

- *Covid pandemic response*
- *Premises*
- *Health and Safety / Legal requirements*
- *Infection Control*
- *Incident Reporting*
- *Patient Complaints and Feedback*
- *Response to the GP Patient Survey*
- *Clinical Audits*
- *Clinical Performance against National Targets*
- *Patient Access*

A number of team members were interviewed and we received a very encouraging report and maintained our GOOD rating.

Annual Team Event

We were pleased to be able to run our annual team event on 18th August and over 30 of our Practice / PCN staff joined our 'out of hours' evening event to focus on Practice achievements as well as our focus for the year ahead.

We focussed heavily on patient experience of what 'GOOD' looks like and have introduced a new service measure tool for our Reception Team

It was also great to have the opportunity to Thank our teams for the support during the most difficult 18 months ever in General Practice.

Clinical Performance Indicators

We continue to focus on and drive performance on a number of National Clinical Indicators:

- **Cervical Screening** – we will achieve over 80% of our eligible Patients screened (ahead of National Target)
- **Childhood Immunisations** – we continue to support uptake in line with 91% of eligible children vaccinated at key age milestones
- **NHS Healthchecks** – we have almost achieved our annual target of 228 health checks at each Practice and we still have 4 months of the NHS financial year to go.
- **Flu uptake** – performance ahead of last year and we will continue to focus on eligible Patients until our stocks are exhausted and then support Pharmacy uptake
- **Long Term Condition Reviews** – On target to exceed National requirements
- **On-line consultations** – a 30% increase this year in the use of forms to support our administration processes (8,800 forms submitted from 1st January to 31st October across our two Practices)

New Patient Registrations

- **Stratford Health Centre** – 1,963 new registration this year and a large volume of registrations in the last few weeks (circa 70 per week). The patient population has increased by 21% over the last 5 years and now exceeds 8,000 Patients for the first time.
- **The Forest Practice** – 696 new registrations since January and the population remains fairly static at 7,134 patients and a marginal increase of 3% over the last 5 years

Our Primary Care Network



Newham NW2 PCN

Dr Samuel and Dr Khan's Practice

East End Medical Centre

Stratford Health Centre

The Forest Practice

Upton Lane Medical Centre

Our PCN has been operating now for 2½ years and now one of nine networks in the Borough of Newham.

We are the only Network that has fully recruited the 'Additional Roles' and this includes our Head of Wellbeing, 4 Social Prescribers, 5 Physician Associates, a Dietitian and a Pharmacy Technician.

We are currently recruiting a PCN Mental Health Practitioner and hope to have this role in place from January 2022. From April 2022 we will also aim to recruit other clinical roles such as a Clinical Pharmacist / Paramedic.

Our 'extended' PCN team have been able to offer hundreds of additional appointments to our Patients as well as providing more tailored support in a number of cases. The team also pick up key projects – all with the aim of delivering better Patient outcomes. Recently there has been a focus on Weight Management and supporting Patients with a high BMI in understanding the support available and referring patients to such services.

The team have also been actively involved in smoking cessation, vaccination uptake, welfare calls to elderly Patients and will be supporting a focus on Antibiotics resistance and awareness in line with Worldwide Antibiotics Awareness week this month.

Please support our Reception Teams

We have been experiencing an increased number of incidents of abusive behaviour towards our Reception Teams. More recently, one of our new members of the team resigned due to this.

Whilst we appreciate this is not the 'norm' and only applies to a handful of patients – this is making the team's job often difficult and challenging and impacting on potential recruitment. We also appreciate the UK Press / Social media are often 'anti GP's' which does not help the perception of our service.

Our Reception team work hard to try and support Patients and we would ask for everyone's support in respecting our team.

We do sometimes get things wrong and will always aim to put things right as efficiently as possible.

Demand at 8am in the morning will always be high – We do have an improved telephone service in both Practices and have invested in additional resource – please bear with us.