



Patient Group Update 8th July 2021

(Edited version available to all Patients on our website)



Introduction from Dr Anil Shah

As we operate 'out of' the second significant wave of the Covid pandemic, it is great to see the progress that has been achieved with the local response to the Covid vaccination.

Our Practice and wider Network teams have been supporting the uptake and providing our Patients with the information they need to make informed decisions about receiving the vaccine

It is now open to everyone over the age of 18 and we know this is the one tool that can help us all 'get back to normality'

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

- ✓ Coronavirus - Vaccination update
- ✓ Long Covid
- ✓ New Support Service for Newham Residents – 'Connect Newham'
- ✓ The National GP Patient Survey
- ✓ The NW2 Primary Care Network team
- ✓ What's on the Primary Care Agenda?

Coronavirus Vaccination Programme

The last 6 months has seen a growing focus on the UK National vaccination programme and the Practice teams at Stratford Health Centre and The Forest Practice have been supporting our patients in raising awareness, answering queries and booking vaccinations at our local hubs.

It was important that we reached out to our more vulnerable patients initially and we are now at the stage where all adults over 18 are eligible to take up the offer of the two-dose vaccination.

Across Newham there are now several vaccination sites and vaccines available daily by appointment as well as a number of 'walk in' services. The Borough has also trialled 'mass vaccination' sites such as the Olympic Stadium to maximise uptake. Sir Ludwig Guttman Centre, Essex Lodge and East Ham leisure centre are our main sites with some local GP Practices also offering vaccination appointments.

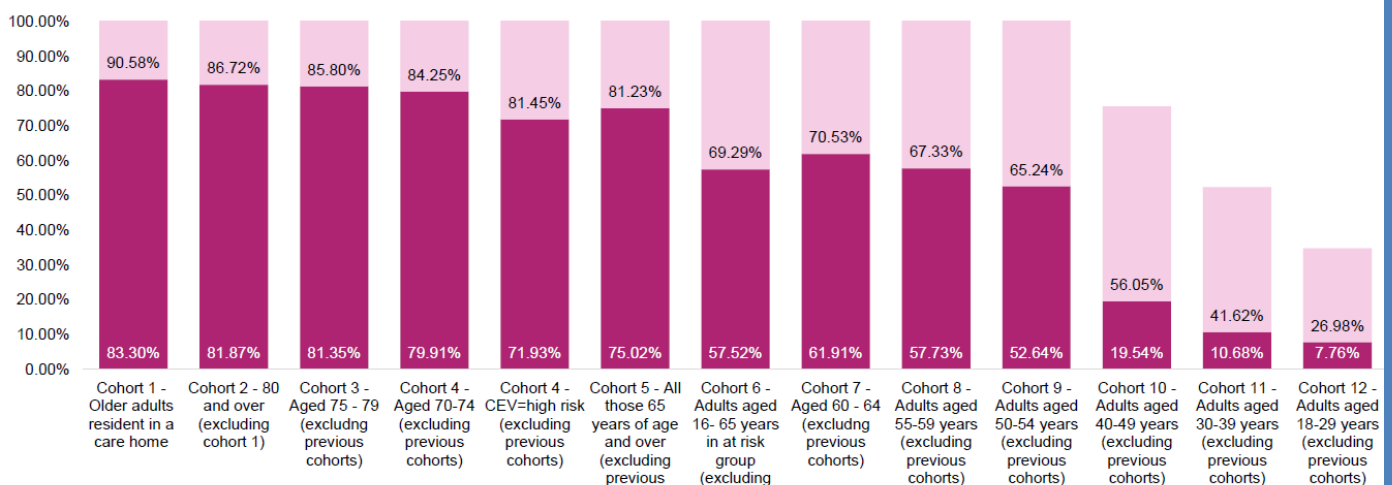
Locally, all GP Practices are being monitored on vaccine performance on a daily basis and a structured call / recall process has been in place and is very much part of our daily routine.

Undecided Patients have been contacted at least 3 times and then marked as 'declined' if still not wanting to take up the offer.

(Latest data to 24th June 2021 by Patient Cohort – indicating first and second dose coverage)

Newham Cohort Summary

Vaccination by Cohort & Dose



Of course, the Delta variant of the Coronavirus has been a concern and the sudden increase in positive cases has been noticeable at Practice level.

Undecided Patients have been contacted at least 3 times and then marked as 'declined' if still not wanting to take up the offer.

Our clear recommendation remains that every eligible adult takes up the offer of a vaccination

Our Practice stats

	Stratford Health Centre	The Forest Practice
Patients tested for Covid-19 infection	1755	1961
Patients confirmed with Covid-19 infection	444	553
Deaths of patients who had Covid-19 infection	3	5
Patients who had 1st Dose Only	1317	967
Patients who had both doses	1899	2232

Long Covid

What is 'Long Covid'?

- **Highly debilitating for many sufferers, Long COVID is an increasingly widespread, multi-system condition.** Regardless of the severity of their initial illness, it appears that anyone of any age – including children - can experience Long COVID.
- **The term 'Long COVID' includes both *ongoing symptomatic COVID-19* (5-12 weeks after onset) and *Post-COVID-19 Syndrome* (12 weeks or more).** It is associated with a wide range of different symptoms impacting physical, psychological and cognitive health. It can also have an effect on quality of life and ability to work or attend education.

A number of resources are available for patients online - www.yourcovidrecovery.nhs.uk

Where appropriate – our clinical team may refer Patients to a long covid assessment clinic

Practices are being targeted to support Long Covid and ensure patients are receiving the appropriate support

Supporting your recovery after COVID-19

As you find yourself recovering from COVID-19 you may still be coming to terms with the impact the virus has had on both your body and mind.

These changes should get better over time, some may take longer than others, but there are things you can do to help.

Your COVID Recovery helps you to understand what has happened and what you might expect as part of your recovery.

Do you have COVID?

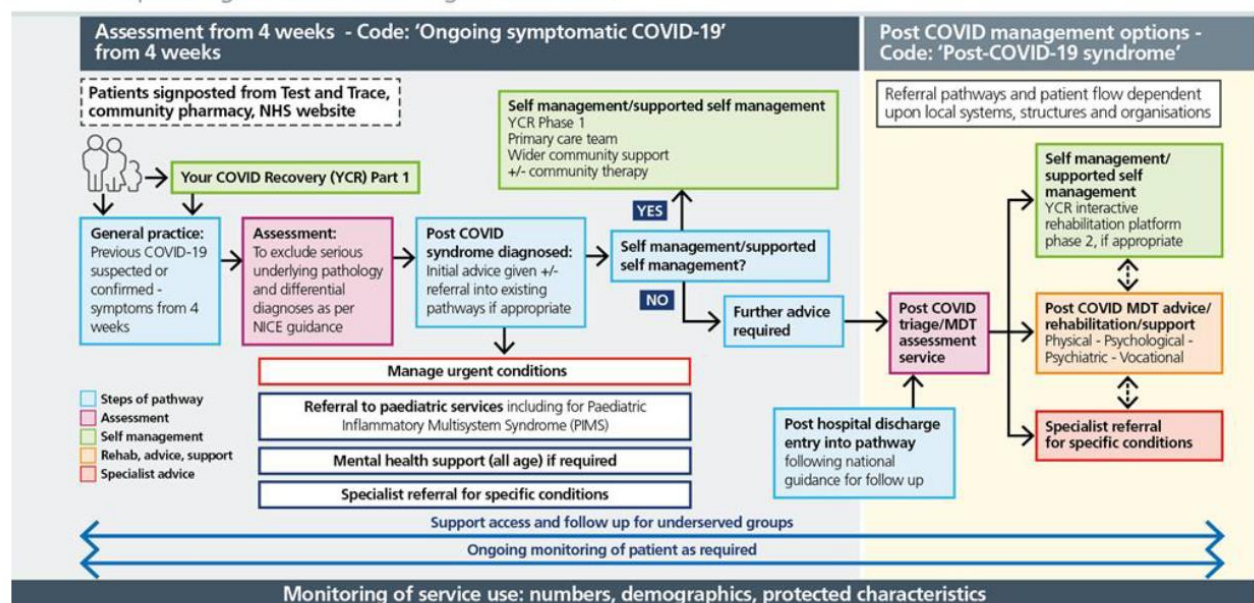
When to seek help?

What is Long COVID?

Primary Care Pathway for handling Post-Covid Syndrome

Primary/community care post-COVID syndrome pathway all ages

Incorporating NICE/SIGN/RCGP guidance 2020



'Connect Newham' – new chat service for residents

New befriending service for Newham residents

As we move out of lockdown, many residents will find it hard to adapt to the new rules and new way of living. Whether it is coping with the loss of a loved one, dealing with a change in financial circumstances or simply missing regular conversation with friends and family.

These are difficult times, and it can be hard to connect with others. Sometimes having a friendly chat with a new person who takes an interest in them and their life can help with feeling positive and better connected to others in the community.

We would like to introduce a service that recently launched – **Connect Newham**. Connect Newham is a weekly or fortnightly chat service for residents (over 18 years old).



**Do you miss regular conversation?
We can help.**

It can feel difficult to connect with others and sometimes having a friendly chat with a new person who takes an interest in you and your life can help with feeling positive and better connected to others in the community.

Connect Newham is a weekly or fortnightly chat service for residents in Newham.



Who it's for?

For anyone 18+ living in Newham who feels isolated or lonely for whatever reason.

How does it work?

It is easy, safe and all from the comfort of your own home.

1. Over the phone you can tell us a little about yourself and decide how many calls you would like.
2. We match you with a fully trained befriending volunteer for a weekly or fortnightly chat over the phone at a time that's convenient for you. Befriending can range from between 3 to a maximum of 20 calls.

Get Started

Call us on **020 3954 3224** to get connected with one of our volunteers.
Email: contact@connectnewham.org.uk

It's good to talk



HT,
was referred to Connect Newham by a social prescriber. He was feeling very upset and low due to the sudden death of a close relative recently. We connected him to a local bereavement service and a volunteer befriender who rings him every Tuesday. HT's mood has improved since the first call and he says that he looks forward to having a warm friendly chat each week.

Patients can be referred from their GP Practice or a self-referral can be made by calling **0203 954 3224**

Our Primary Care 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

Our well-being team of Social Prescribers, Dietitian, Physician Associates and Pharmacy Technician have been supporting access to patients and across our Practice Network this has resulted in over 5,000 extra Patient contacts since January. The team have also supported a number of initiatives over the last few months focusing on patient education / awareness in a number of areas. These have included:

- Summer 2021 – Over 80's well-being project
- June 2021 – Learning Disability Week
- June 2021 – Carer's week
- April 2021 – On your Feet Britain
- March 2021 – National No Smoking Day
- December 2020 – Alzheimer's Awareness
- September 2020 – Macmillan Cancer Support


Annual GP Patient Survey


The National GP Patient survey commissioned by NHS England has just been published (8th July 2021) and every GP Practice is surveyed against the same criteria enabling benchmarking against National and Local average performance.

As a Practice team we will need to review the detailed results, share these with the teams and pull together a comprehensive Action Plan to focus on supporting the improvement opportunities identified.

We have provided a 'snapshot' of the results and the full survey can be found at <https://gp-patient.co.uk>


GP PATIENT SURVEY

AboutContact UsReceived a survey?

Results from the 2021 survey 

[Provide feedback on this website](#)

Stratford Health Centre
121-123 The Grove, Stratford, E15 1EN

Practice overviewPatient experienceCompare practice 

Where patient experience **is best**


-  **80%** of respondents say they have had enough support from local services or organisations in the last 12 months to help manage their long-term condition(s)
Local (CCG) average: 67% | National average: 74%
-  **96%** of respondents were involved as much as they wanted to be in decisions about their care and treatment during their last general practice appointment
Local (CCG) average: 89% | National average: 93%
-  **95%** of respondents felt their needs were met during their last general practice appointment
Local (CCG) average: 91% | National average: 94%


Where patient experience **could improve**

-  **64%** of respondents describe their overall experience of this GP practice as good
Local (CCG) average: 77% | National average: 83%
-  **88%** of respondents took the appointment they were offered
Local (CCG) average: 96% | National average: 98%
-  **58%** of respondents describe their experience of making an appointment as good
Local (CCG) average: 66% | National average: 71%


Comparisons to the local (CCG) or national average may not be statistically significant.

 **508**
Surveys sent out

 **94**
Surveys sent back

 **19%**
Completion rate

Locally – Changes will be driven out as Newham aligns to the NEW NELCCG (Now comprising 8 Boroughs)



*From 1st April 2021, our Borough is now part of the new wider NEL (North East London) CCG. - Within NEL, we are also part of an Integrated Care Partnership (ICP) working with our closest 'neighbours' - The **TNW** partnership includes **T**ower Hamlets, **N**ewham and **W**altham Forest*

The Forest Practice

Results from the 2021 survey



[Provide feedback on this website](#)

The Forest Practice

Lord Lister Health Centre, 121 Woodgrange Road, Forest Gate, E7 0EP

Practice overview

Patient experience

Compare practice ▶

Where patient experience **is best** ?



89% of respondents find the receptionists at this GP practice helpful

Local (CCG) average: 84% | National average: 89%



99% of respondents took the appointment they were offered

Local (CCG) average: 96% | National average: 98%



85% of respondents say the healthcare professional they saw or spoke to was good at treating them with care and concern during their last general practice appointment

Local (CCG) average: 83% | National average: 88%

Where patient experience **could improve** ?



12% of respondents usually get to see or speak to their preferred GP when they would like to

Local (CCG) average: 43% | National average: 45%



58% of respondents were offered a choice of appointment when they last tried to make a general practice appointment

Local (CCG) average: 68% | National average: 69%



58% of respondents say they have had enough support from local services or organisations in the last 12 months to help manage their long-term condition(s)

Local (CCG) average: 67% | National average: 74%

Comparisons to the local (CCG) or national average may not be statistically significant.



516

Surveys sent out



124

Surveys sent back



24%

Completion rate



What's on the Primary Care Agenda

MECC – 'making every contact count' – Covid Vaccination

[Long Covid Support](#)

Weight Management support and Referrals

[Long Term Condition Reviews](#)

Cancer Screening – Cervical / Bowel / Breast

[Childhood Immunisations](#)

Shingles vaccinations

[NHS Health-checks](#)

Quality Improvement – Cancer Screening & Learning Disability Support

[Medicines Optimisation](#)

PCN Approach

Not just about
the Practice