

# EMSWORTH SURGERY AUTUMN QUACK 2020



## Staff Update

We were sorry to say goodbye to Dr Krishna Kalaichelvan, GP Registrar, at the end of July. We wish him well for the future. We are delighted to welcome Dr Sandman, our new GP Registrar who will be with us for the next 6 months. We are also looking forward to welcoming Dr Marriott back from maternity leave at the beginning of November.

We have two new pharmacists, Kyle Ruddy and Harriet Shearing, and a pharmacy technician, Fiona Roberts, who have joined our Hayling Island and Emsworth Primary Care Network (PCN). They will all be working between Emsworth Surgery and the two Hayling Practices. You may well speak to one of them as they will be assisting with medication queries amongst many other things.

## Surgery Update

The whole team at Emsworth Surgery are very aware that the service we offer to our registered patients is hugely different to pre-COVID times. We know that not seeing a clinician face to face can feel very different and the increasing use of technology and remote consultation can feel unsettling and daunting for some - especially some (but not all) of our older, isolated and more frail patients.

However, some of our new ways of working like video consultation, SMS messaging and reduced need to physically come to surgery has been very well received by a high number of patients - a survey of over 1000 patients in early summer reflected this.

We are also moving to an almost entirely same-day service. Whilst you may not necessarily have the choice of GP you desire, though you will still have a nominated GP, we will aim to maximise continuity of care and also have you contacted by a clinician in a very timely manner. Most clinical contacts from patients are dealt with within 24 hours. We will be accepting all routine phone calls in the mornings only and will be seeing patients who need to be seen face to face in the afternoons along with dealing with urgent calls.

Specifically on the subject of seeing a clinician in person - if a physical examination will change our management, or is clinically required, we can bring our patients in to be examined safely. However, if an examination will not change management it will not be offered. This is important to keep our staff, our patients, and our community as a whole safe.

Westbourne Surgery is open every day and has been since the start of COVID, we use this as our 'Green Site' to manage our routine, nurse led activity – which often includes the older and more vulnerable in our community - this keeps them as safe as possible. All potential COVID cases are still seen at a central site in Waterlooville – again this style of 'hub' working is to keep patients and staff safe and is happening nationally.

All COVID-19 symptoms and concerns should still initially be directed through the 111 online coronavirus service [111.nhs.uk/covid-19/](https://111.nhs.uk/covid-19/)

We have been hearing some comments from patients recently like:

'the surgery is not open' - the whole team is working, now mostly on site with COVID-secure measures, 5 days a week. Demand post COVID is unprecedented for this time of year, and we are working flat out. The surgery has actually been dealing with 10% of our entire population each week over the summer months so we are very stretched especially as the hospitals have been pushing work which they are not able to do back onto the GP surgeries, including blood tests, and so our wait has increased as a result.

'the surgery is closed' - we have never closed throughout the whole of the pandemic.

'will we ever be able to see a doctor in surgery again?' - Week by week we see more and more patients face-to-face.

'the phones are ringing and ringing and no one is answering' - we apologise if you have found it more difficult to get through on the telephone lately but the volume of calls has increased significantly since COVID because of having to suspend online access to book and cancel appointments. The calls are being answered as quickly as possible by the reception team and will sound as continuous ringing rather than an engaged tone or a queuing facility but at least you are not being charged for the call. We have looked into changing our telephone system but are unable to do so until we move across to the new surgery next year as significantly more cabling would be needed which would be far too costly.

## **Flu Clinics**

Flu clinics are nearly upon us again! We are holding flu clinics at the Emsworth Baptist Church this year which is a much more suitable venue for infection control, social distancing and undercover shelter. The first two clinics are on Saturday mornings, 26<sup>th</sup> September and 3<sup>rd</sup> October by appointment only. If you are in any of the 'at risk' categories please contact reception to make an appointment. We have ordered in enough flu vaccine for all of our at risk patients so please do come to us for your flu vaccination so that we do not have a lot of unused vaccine left over.

Please make sure that when you attend for the flu clinic you wear a mask or face covering and clothing which is easy for the clinician to access your upper arm for vaccination.

### **You are eligible to receive a free flu vaccination if you are in any of the following categories:**

- adults 65 and over
- people with certain medical conditions (such as diabetes, long-term heart or respiratory disease)
- pregnant women
- people living with someone who's at high risk from coronavirus (on the NHS shielded patient list)
- receive a carer's allowance or you are the main carer for an elderly or disabled person whose welfare maybe at risk
- children and adults with weakened immune systems
- are very overweight
- children aged 2 and 3 on 31 August 2020
- children in primary school, children in year 7 (secondary school) - to be vaccinated at school
- frontline health or social care workers

If you are not sure if you are eligible please ask the receptionist. If you wish to decline a flu vaccination just let us know and we will annotate your records so that you will not be called again this year.

Whilst the Government plan is to eventually offer the flu vaccine to patients aged 50 – 64, this vaccine will not be made available until later in the year and will be offered after all of the at risk patients have been vaccinated or offered vaccination. We will keep you updated as to when more vaccine will become available.

## **New Surgery**

The new surgery is coming along well. The project is currently only 4 weeks behind schedule following the lockdown. The CCG are hoping to be able to invite key community stakeholders for a guided tour later in September when it is safe enough to do so.

As many of you will already know, the Friends of Emsworth Community Health have made a very generous donation to help the Practice fund furniture and equipment needed for the new surgery. There are, however, over and above the essentials, many other things on our 'wish list' to make the building as welcoming and comfortable as possible for our patients and staff. Our PPG committee were planning to help organise some fundraising events to raise funds for this wish list such as another big plant sale following last year's success, an art sale and a tombola but unfortunately all have had to be cancelled now. If anyone can think of any innovative ways we can fundraise the PPG would very much like to hear from you.

One lady who has thought of an innovative way to raise money is Diana Barwinek who has been making and selling masks and has very generously been donating all of the proceeds to the new surgery, so far raising an unbelievable £2500 and it hasn't stopped yet! Also a big thank you to Tiers grocers who have been selling so many of the masks too and to Portsmouth and Southampton Scrubbers for making and supplying scrubs for the clinicians at the Practice. Thank you all so very much.

We are very lucky to have Kate from Kate McKenzie Designs advising us on the interior design of the new surgery. Kate set up her business locally in 1993 designing contract interiors for historical buildings based in London. She has recently moved to live in Emsworth and is delighted to be involved in the refurbishment of the Victoria Cottage Hospital. Her aim is to design a surgery that not only feels calm and welcoming to the patients, but is also a practical and harmonious space for all the staff who work there. With that in mind she is hoping it will also be a showcase for local artistic talent exhibited throughout the building.

## **Care Quality Commission Inspection Update**

You may remember in March of last year we had our CQC inspection. We scored a 'Good' rating but required improvement in 5 fields. These were immediately addressed by the Practice following the inspection but we had to then wait for the CQC re-inspection before this could be upgraded.

CQC finally re-inspected the areas which required improvement in June of this year following a delay because of the lockdown. We are pleased to report that our overall rating has now been reported as 'Good' overall. For the full report please visit our website [www.emsworthsurgery.co.uk](http://www.emsworthsurgery.co.uk)

