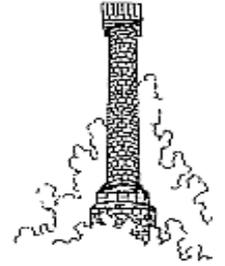


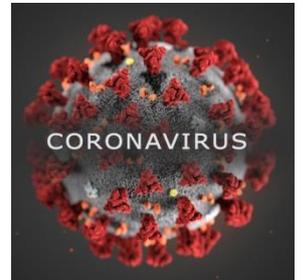
Jessop Journal



Issue June 2020

*A newsletter for the patients
of Jessop Medical Practice*

Coronavirus



The global Coronavirus pandemic has been a massive challenge for the practice. Within a space of a few days, we had to move from pre-booked appointments to telephone triage of all contacts. This was to protect both staff and patients. We closed the Ripley surgery as part of this response, but will be reopening this in due course.

We are extremely grateful that you supported us throughout the huge changes we had to make to nearly all aspects of how the practice works. Our staff have also been amazing in adapting to frequent and dramatic changes.

This crisis led us to rethink how we can deliver care to our patients. We have been using telephone working recently, but have very rapidly introduced new technology. We are now able to offer secure video consultations, and this has enabled us to keep people safe at home unless clinically essential to see them at the surgery. Patients can also now send us photographs if requested to help us assess conditions like rashes. We are also now able to send documents including sick notes and blood test forms via a link in a text message.

The Future

We are now planning for the future and how we can make the most of what we have learned in the past few weeks, whilst keeping our patients and staff as safe as possible. We want to reduce the previous problems patients had with getting through on the phone and long waits for appointments. We want to continue to use technology to help our patients get the right help they need, from the right person. We also want to make the most of our fantastic practice team, using the different skills that they have, maintaining clear GP supervision and oversight. We must use our GP capacity wisely, especially for complex cases and those people with multiple conditions that need our knowledge and experience.

New Way of Accessing Our Services

To enable us to manage the care of our 17,000 patients safely, we need your help. From **Wednesday 10/06/2020** we will be using online consultations



(known as eConsult) as the main way of accessing our services. We experience a high volume of phone calls on a daily basis and we appreciate that this can make it difficult for many of you to get through. eConsult will help to improve accessibility to the practice as well as bringing many other benefits.

eConsult enables you to contact a GP or other health professional over the internet via computer, tablet, or from a smartphone. It is accessed via our website (www.iessopmedicalpractice.co.uk) or via the NHS App (<https://www.nhs.uk/using-the-nhs/nhs-services/the-nhs-app/>) on your smartphone.

This service is available **24/7** so you can submit your request at a day or time that suits you rather than waiting for our phone lines to open.

eConsult improves our efficiency by asking you questions that we would ask about your condition so that we have as much information as possible in advance. It has safety mechanisms built in so that if your answers suggest a more serious or life threatening problem you will be advised on how to seek urgent help. It may also direct you to services outside the practice like pharmacy, physiotherapy or talking therapies and also make “self-help” suggestions. You will even have the option to add up to 4 photos on most templates.

At the practice, the eConsult will be reviewed by a clinician and we will then provide you with advice, arrange a telephone or video consultation or arrange a face to face appointment, as we feel clinically necessary. We will respond to you **the same day for eConsults submitted by 3pm**, and as soon as we can, but by the end of the next working day at the very latest for those submitted after 3pm. eConsult can also be used for follow up of a pre-existing problem and we will try our best to ensure the same clinician deals with an ongoing issue. All administrative queries, like requests for a sick note or letter, should be submitted via eConsult too.

Current System

Patient calls through to Jessop MP phone line and waits to speak to a Receptionist.

Patient provides receptionist with details of their query and gets added to call list.

Patient awaits call back from clinician.

Clinician calls patient back, patient has to provide details of their query again.

Clinician provides plan for patient care.

New System

Patient conducts an eConsult securely and safely through our website. The system asks them the appropriate questions relating to their query.

Practice receives report containing all the information provided by the patient and is processed for the clinician.

Clinician provides plan of care having already got the appropriate information – may be Face to Face Appointment, Video Consultation or Text Message Advice

The diagram demonstrates that the number of contacts and waiting times for the patient is significantly reduced. You will also receive an answer more quickly as clinicians already have the majority of the information they need in advance.

We recognise that some people will not be able to use this route, and we will still accept telephone contacts from people without internet access. For these instances our reception team will go through the online consultation with that person instead. This will take more time than in the past, but ensures a

consistent and fair approach for all our patients. Telephone contacts will be dealt with in exactly the same way as eConsults and will not be given priority. It is important that everyone who is able to use eConsult does so.

Repeat Prescriptions

eConsult is NOT to be used for ordering routine prescriptions as we have other routes for this that will continue. As a reminder, repeat prescriptions can be ordered in the following ways:

- **Phone** - Via the Medicines Order Line (MOL) on 01246588860
- **E-mail** – The MOL can get very busy, so you can send them an e-mail to which they will respond within 2 working days – ddccg.northMOLonlinerequests@nhs.net
- **Online** – Via SystmOnline - <https://www.tpp-uk.com/products/systmonline> (which can also give you access to you records), or via the NHS App - <https://www.nhs.uk/using-the-nhs-services/the-nhs-app/> on your smartphone

Clinical Staff

We have a wide range of clinicians at the surgery and we need to ensure that patients have contact with the right clinician for their problem. Many concerns can be addressed by clinicians that are not GPs, and in turn this means we can make best use of our GP capacity to manage the most complex and vulnerable patients in our community. However it is important to note that **all clinical staff are always supervised by GPs**, and we work together as a team.

GPs – *Drs Joanna Blyth, Andrew Mott, Eileen Parrott, Sukhvans Sandhu, Li Chung, Samantha Embleton, Daniel Blindt, Melanie Tetley, Megan Foreman and Nasim Akhtar*

We are the senior clinical staff. Our experience and skills are best used for complex medical problems and for people with frailty and multiple long term conditions. We supervise all other clinical staff day to day.

Advanced Clinical Practitioners (ACPs) – *Kim Barrington-Hines, Jess Timmins and Deborah Pearson*

Our ACPs are highly skilled and experienced colleagues with a wide scope of practice, providing high quality care. They can assess, investigate, diagnose, prescribe, refer and treat most clinical problems. They do not deal with pregnancy-related symptoms.

Nurse Practitioners (NPs) – *Kath Conaghan and Danny Levy*

Our two NPs are also able to treat patients who are above the age of 1 with a range of acute and minor illnesses or musculoskeletal related concerns. They have undertaken advanced training which allows them to assess, diagnose, prescribe, investigate or refer where required. They do not routinely deal with chronic ongoing issues or pregnancy related concerns.

Practice Nurses – *Donna Sayers, Ann-Marie Holmes, David Giles, Sarah Hubball and Ange Addison*

Our fantastic practice nurse team provide a range of services for you. They undertake all routine long term condition reviews, such as for diabetes, heart disease and COPD. They perform many other tasks alongside this including injections, smears, INR monitoring (for people on warfarin), skin dressings, spirometry assessments, vaccinations and so on.

Healthcare Assistants (HCAs) – Debi Beresford and Declan Hook

Our HCAs complement all other clinical team members, and provide clinical tasks such as ECG recordings, blood pressure checks, and the NHS Health Checks for people aged 40 or above. They support the nursing team with some dressings and vaccinations too.

Long Term Conditions Reviews

The disruption to our services caused by the coronavirus and subsequent lockdown has also had a big impact on our routine reviews of people with long term conditions, such as diabetes, heart disease and asthma. Our nursing team have done an excellent job in completing as many reviews by telephone or video consultation as possible, but parts of some reviews require face to face assessment.

Given the disruption we have also reviewed our processes about performing these reviews, and this too will change over the coming months:

Birth month reviews

We will move to a system where everyone who needs a regular review for a long-term condition will be contacted for this to happen during the month that they were born in. This will prove easier for everyone to remember, and we can align all reviews to the same time. People who need more frequent reviews will have these in addition to the main annual review in their birth month. Moving to this pattern will take time to fully implement, and in the interim some people may have more than one review in a year. Others may go longer than 12 months, where clinically we feel it safe to do so.

Review method

We will not default to face to face reviews in all cases, as has previously been the process. If we can perform a good review using other means (consult, telephone, video consultation) then we will do so, as it is more convenient for you and more efficient for us. Some conditions, such as asthma and hypertension (high blood pressure) are more amenable to this than others. Your preference is obviously important to us.

Prioritisation

We will have lost several months of routine reviews during the lockdown and recovery, despite our best efforts. It makes sense to clinically prioritise the reviews we arrange depending on need. For example it is more important for us to review someone with diabetes that is not well controlled than someone with very well controlled diabetes, and the same for blood pressure.

Please rest assured that we will be contacting people for reviews when they are required, in light of the changes above and when safe to do so.

and finally.....

All of us at Jessop Medical Practice would like to say a big thank you to all of our patients for your messages of support through these unprecedented times. We know it has been very difficult and worrying for many of you. We would also like to extend our thanks to our PPG (Patient Participation Group) who have been very helpful and responsive with providing feedback.

We remain committed to providing the best quality healthcare that we can for you, when you need us.