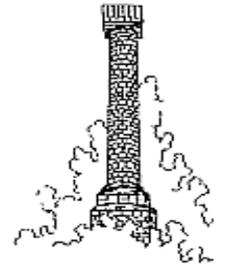


# Jessop Journal

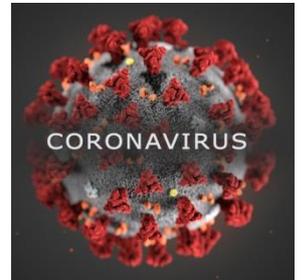


Issue November 2020

*A newsletter for the patients  
of Jessop Medical Practice*

## Jessop Update

We would like to remind all our patients that we are open and have been throughout the Coronavirus pandemic. We have made significant efforts to remain accessible whilst keeping our patients and staff safe, as well as complying with national standard operating procedures. We encourage patients to consult with us when you have need to. Face to face GP appointments will always remain available when clinically appropriate and required, but only after a discussion with a clinician first.



COVID-19 has forever changed how patients can access their GP practice. The pandemic has super charged the use of remote consultations in primary care. These will never fully replace face-to-face appointments, however, they are a convenient way for people to access medical advice and treatment. Video consultations are available in GP practices covering 99% of the population in England, including here at Jessop. Meanwhile, online consultations, where a patient can contact their GP practice directly via the internet, are now available in 90% of GP practice, almost 6,000 practices, covering 90% of the population.

With these new ways of working, we appreciate that our patients have also had to adjust with us and it can be confusing as to what we are doing. Here are some **Myth Busters** about what we have been doing at the practice over the last few months.

### eConsults

Since 23<sup>rd</sup> March, **3,852** different patients have submitted **7,850** eConsults, receiving a response the same day, or by the end of the following working day. On average we respond to over **400** eConsults per week.

### Face-to-Face Appointments

We are still seeing **100s** of patients a week Face-to-Face at the practice. These patients can include those who have been judged clinically necessary to be seen, patients for our INR service, flu vaccination appointments, midwife appointments, smears, dressings, child immunisations, injections and many of the other services we provide.

### Flu Vaccinations

We have safely vaccinated over **3,000** of our patients with a flu jab. Please read on for more information on our flu campaign.

### Home Visits

Our team visited **122** of our housebound patients across October. This included for urgent care, our INR service and for flu vaccinations. There is a "RED" home visiting service working across Derbyshire for potential covid-19 patients who are housebound and cannot get to the practice. We access this when appropriate.

### Telephone Consultations

In the month of October our practice team undertook over **6,000** telephone consultations with our patients. Some including video consultations.

## Re-Opening of Ripley Branch

We are pleased to confirm that we re-opened Ripley for patients on 19<sup>th</sup> October 2020. This is ONLY for pre-arranged appointments.

People who may have covid-19 symptoms who need seeing will still be asked to travel to our main site at Leabrooks, to the separate part of the building designated for this.

At the start of the pandemic we stopped seeing patients at Ripley to reduce the infection control risk to our patients and staff travelling across two different sites. It enabled us to spread our staff out to socially distance and keep working. We were able to protect our staff who are most vulnerable to themselves and their families – many of which you will have spoken to over the phone during this period.

The door remains closed, but there is access via an intercom system. This works in the same way as at Leabrooks, and is important to reduce footfall in the practice. We have to be very careful in relation to social distancing in the era of NHS Test and Trace, as some practices have been heavily hit by multiple staff having to isolate for 2 weeks at the same time due to a positive case being in their practice. The closed doors are not meant to be an obstruction, but a safety measure. In fact, we are more accessible than ever before.

## New National Restrictions from 5 November

Information on the new national restrictions can be found at <https://www.gov.uk/guidance/new-national-restrictions-from-5-november>. Please ensure you are up to date with the latest guidance. To be able to continue to provide a safe service at the practice for both our staff and patients, we request that everyone entering our sites wear a face covering. Patients and visitors will also have to sanitise their hands on entry and when they leave.

## Flu Season

This year's flu campaign has had to be completely re-thought due to the infection control risks associated with having our usually popular Saturday morning clinics. We discussed numerous options including contacting the local council to use their car parks before arriving at vaccinating from our own sites using spaces that open straight out onto the car parks

We have been doing flu vaccinations since the beginning of September and have safely been able to vaccinate **3,000 patients** so far. This puts us well ahead of previous years. We still await guidance on the extended cohorts due a vaccination later in the season: e.g. those 50-64 year old who are not usually eligible.

On Saturday 17th October we did our first flu clinic at Leabrooks, albeit at a slower pace than in previous years so that we can maintain social distancing. We will be holding another such clinic on November 14<sup>th</sup>.



Demand for flu vaccines has been far higher than in previous years, so we have to order more stock from the national stockpile. This has a tight process around it to ensure fair distribution across the country, but we continue to do our utmost to vaccinate as many people as we can.

We will contact people by text message (and phone when necessary), to encourage people to book an appointment when we have them. Please only call reception to arrange an appointment after we have contacted you.

## eConsult and Access



We would like to say a big thank you to all of you that have had a go at using our eConsult service so far via our website or the NHS app. Overall, the feedback we have received on the system has been fantastic so far and it will continue to be under constant review with our patients in mind. Over **3,850** of our patients have successfully completed over **7,850** eConsults so far. Hundreds of patients per week are also benefitting from the self-help advice provided.

Some of the benefits of using eConsult for our patients include:

- Improved access - You are able to submit your request 24/7, even when the surgery is closed.
- No queuing on the phones and efficient consultations as the clinician has accurate up-to-date information in advance from the patient.
- Advice and guidance is available to help you manage your condition yourself.
- Shorter waiting times as you will receive a same day response if submitted before 3pm.
- Patient safety comes first as the system is built by GPs for GPs and their patients.

We are proud to say that we have responded to the majority of the 7,850 eConsults same day, with some non-urgent requests moving to the following day during busier periods. When you submit an eConsult, please do remember to keep your phone with you as the clinician will call you back. Patients can expect a call up until 6.30 pm on the day they submit or from 8am the next morning depending on what time the eConsult was submitted.

The system is undergoing constant developments and improvements and we regularly provide feedback on our patient and staff experiences.

We request that eConsult is your **first choice** for contacting us. It helps us prioritise our work and provide a more efficient service for everyone. Please only call reception if you cannot use the system.

## Welcome to the Team!

Across October and November we are making some fantastic additions to our practice team. **Dr Polly Large** and **Dr Natalya Kennedy** are both Salaried GPs Many of you may recognise their names as they both spent some of their GP training scheme with us. **Sophie Armitage** has joined our brilliant Practice Nurse Team and **Catherine Cooper** is joining us as a Pharmacy Technician supporting our reception and clinical staff with medicines safety and prescription queries. Please join us in welcoming them to Jessop!

## **Birthday Reviews**

Starting in November, we will be moving to a new Birthday Review system. If you are eligible for an annual review with the practice, you will receive a letter the month prior to your birthday month. The letter will invite you to get the necessary tests (bloods, urine etc.) for the reviews relating to your condition(s). When you have had the necessary tests completed, contact the practice to book in for an appointment slot. During the pandemic, our team has continued to provide telephone reviews for thousands of our patients to check their health and keep them safe.

The benefits to our patients of moving to a birthday review system is that it will consolidate all annual reviews into one so you are not having to arrange numerous tests and appointments across the year – it also makes it really easy to remember when a review is due.

As we switch across to the new system, we will continue to monitor patients who are over-due for a review and will prioritise people according to their risk and how well controlled their conditions are.

## **Patient Participation Group (PPG)**

In October we had our first **Patient Participation Group (PPG)** meeting online via Zoom. The PPG is a great opportunity for our patients to feed back on the patient experience and ask questions about how the practice works and the decisions we make to provide our patients with the best possible care. To keep our PPG members and staff safe at the moment, we will be continuing to have these meetings online and not at the practice. We see this as a great opportunity for new members who can't make it into the practice to join us. Please be aware that these meetings are positive and



constructive to improve the practice and get the best outcomes for our patient population and not to discuss personal issues or complaints. If you are interested in joining our PPG please complete the form on our website: <https://jessopmedicalpractice.co.uk/patient-participation-group/> or contacting **Peter Stamenkovic**, PPG Chair and Secretary at [peter.stamenkovic@icloud.com](mailto:peter.stamenkovic@icloud.com) .

## **and finally.....**

We would like to thank our patients for your continued support and kind words during these unprecedented times. The way we work is changing at a faster rate than it ever has before and we appreciate you adapting and changing with us. We fully recognise that this is not easy, and obviously we are all patients ourselves (with other practices). As with millions of people across the country, our team and their families are also affected personally by the pandemic and at times this may lead us to have less staff at times. We will continue to provide the best possible care we can for our patients and we thank you for your understanding.

Please continue to follow all the national guidelines and stay safe during the next lockdown period and beyond.

***Jessop Team***