



High quality flexible patient care sensitive to the individual needs of all patients

Peartree Patient Groups: Autumn Update 2020

The 'new normal': Where next ?



Following the initial phases of the pandemic, we now enter a period of some reflection and planning on how our services will look going forward. Though we cannot meet with our Patient Groups as often as we have in the past, your contribution & thoughts continue to be a 'golden thread' for us. We want your views.

This Briefing Note therefore puts together some important messages and information for you but equally we would like you to communicate any concerns or comments to us. A copy of this note will be sent to all Patient Group members as well as being posted on the website.

Please forward any comments or thoughts to peartreemedical@nhs.net or write to us (Please note this email address is not for clinical or urgent concerns and is only monitored infrequently).

Firstly lets reflect on this momentous year in health care.

Covid 19: The Peartree response

By necessity our services have had to change literally overnight to protect patients and staff alike. National data shows that the ethnic mix of our patient population and our staff is more vulnerable and sadly there were a number of Covid19 patient deaths, mainly in the first few weeks of the outbreak.



If you have used our services, you will know that GP consultations are telephone or video based with face to face appointments being restricted to urgent or complex matters at the discretion of the GP.

Staff members who have been advised to shield have been able to keep working remotely with improved IT technology at home.

Nurses are starting to see patients again face to face following a period when their care was largely done via the phone (more of that below).

The extended hours which operated from our building in the evenings and weekends has been suspended and will not resume from Peartree Medical Centre until March 2021 at the earliest due to safety concerns. Extended hours are being offered at other locations but Peartree patients would need to travel across the city to access this.



The extensive work undertaken with our network of partners from within the health sector and from other sectors has had to stop. This has been very frustrating for a surgery that has always prided itself on levering in as much support as possible for its patients.

Access to & from the building has also been changed to aid social distancing. An intercom has been installed with new door release mechanisms. A 'sneeze screen' has been installed in front of reception.

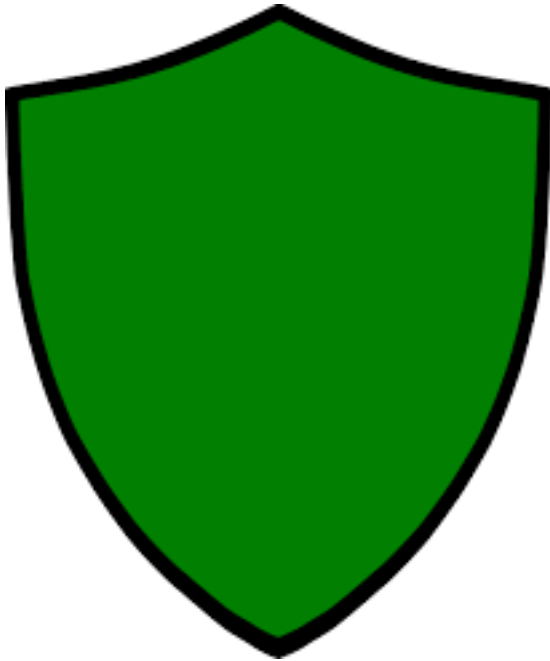
We are looking at the affordability of a protective awning on the side of the building to shelter patients as they wait during the winter months. We have applied for extra funding to do this.

Patients who need a face to face appointment are routinely met by one of our clinicians in full Personal Protective Equipment.

All patients entering the building are asked to wear a face mask.

For the time being this is the "new normal".

Looking after highly vulnerable patients



As part of the Covid19 response, the Dept of Health identified a number of patients for extended shielding. This list was supplemented by our local knowledge. This generated a list of over 200 Peartree patients.

In a community with often poor access to technology, without English as a first language and with a high prevalence of conditions like diabetes we were most concerned that this cohort of patients received regular updates & reassurance. Our interpreter followed up national letters sent to these patients with a phone call to check understanding. She rang these patients a second & third time as the pandemic gained momentum. Frequently asked questions and guidance were also posted to our website.

We were also concerned about patients with respiratory problems like asthma and Chronic Obstructive Pulmonary Disorder. Breathing difficulties caused by Covid could only exacerbate their existing condition. From the outset, our nurses were in touch with these patients via telephone to manage their care. We used our local knowledge and data to target the most vulnerable.



Patients with other chronic conditions like diabetes were also supported in this way.

Being a relatively small surgery, we have an advantage in knowing our patient population well. This has been supplemented by using clinical data and reports to pinpoint where need might be most acute or to ensure that no one is missed.

Systematic Text Messaging

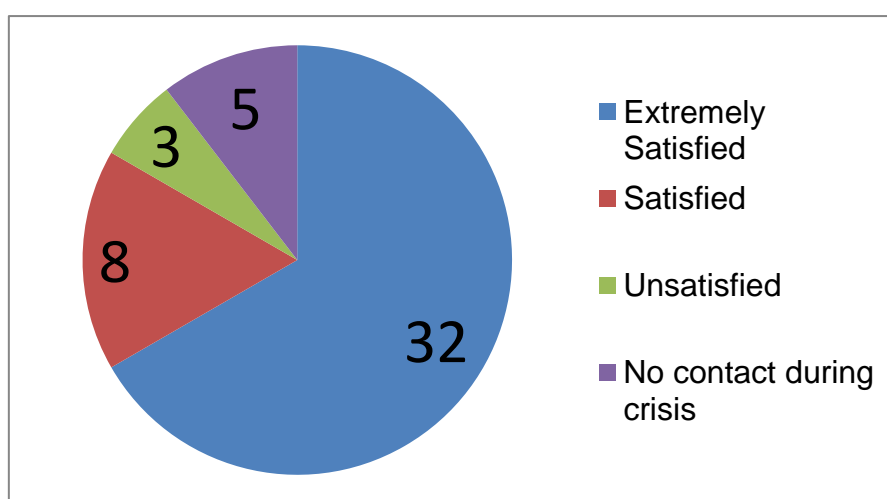
There has been a systematic tranche of regular text messages to advise on the latest Covid19 guidance. We have also reaffirmed key messages to protect the community during high risk periods like Ramadan & Eid. Text messages have communicated contact details for agencies like Derby Crisis Response as well as Mental Health Support. Advice on Face Masks and Sick Notes was also sent. Patient feedback (see below) states this SMS support on all matters has been important.

So what do patients think of our response ?

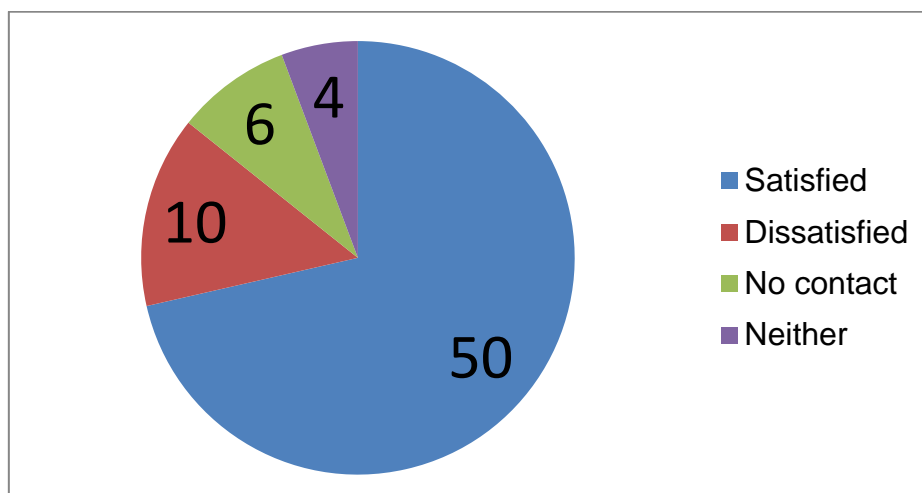
We have always leaned heavily on patient feedback to guide our thoughts and the period of the pandemic has been no different. There has been a regular monthly survey of patients using our services. This has been done remotely via SMS Text messaging with over 5500 messages sent.

In May we asked every adult with a mobile registered with us (3000 patients). Subsequently weve asked patients actually using the services in June to August 2020 (2520 patients). Results have been shared with Healthwatch

For May the results were as follows:-



And for the months of June to August:-



Satisfaction rates have therefore been consistently over 75% and constructive criticism has at times given us food for thought.

Flu vaccines

The next challenge will be administering the flu vaccine and plans are well advanced to deliver this in a safe way to protect patients and staff alike. At present plans are based on our usual population eligible for flu (around 1200 patients).

We note the governments aspiration to increase the groups eligible for the flu vaccine including all the over 50s but at present there are no details on this. It is understood that this will not happen before November 2020 and will have significant resourcing implications across the city.

We are encouraged to hear that we may have access to flu vaccines for children this year which do not include pork gelatin. We are talking to parents who previously refused the flu vaccination for their child to generate a list of willing parents should this vaccine be available.



Staff changes

We will continue to rely on our female doctors – Dr Sood and Dr Choudhary – to provide female GP services to our patients and to support Dr Singh senior & Dr Joseph. In addition Dr Singh Junior will be joining us on a regular basis from September to provide extra support.

Zahrah has joined us as our new Apprentice Receptionist.

So what comes next ?

Firstly Dr Singh & Dr Joseph would urge you not to let your guard down and to continue to follow all government advice relating to the pandemic. We are here to help you if you need directing to this advice. It's a sad fact that our patient community is more at risk so its even more important that we all follow the rules.

As reported above the flu season could be very busy.

Your surgery will continue to monitor all the latest advice and guidance and ensure that our services are flexible and meet the needs of our patients as safely as we can.

Remember the NHS including Peartree Medical Centre is here to help you. We may just be delivering our services in a different way. You can still rely on your doctors and nurses.

As we said at the start of this note, we also want your views if you have anything constructive to share. peartreemedical@nhs.net

Please stay safe.

STAY ALERT



**CONTROL
THE VIRUS**



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Rated 'Outstanding' by the Care Quality Commission