



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

Patient Group Briefing Note:

Autumn 2021

Time for a face to face Patient Group meeting ?



With the vaccination programme about to enter Phase 3 – the booster programme – Peartree GPs have been constantly reviewing if it will be safe to start to relax our current safeguards against the pandemic. We decided to ask regular Patient Group members via email as part of this process if they would like to meet face to face for a Patient Group meeting.

The answer of the majority was that they would prefer to receive a Briefing Note on current issues and not to have a meeting for safety's sake. This Note is therefore in response to this request.

The Patient Group meeting is of course part of a current wider dialogue in the media about more routine face to face patient & clinician contact. This is considered further below.

Routine face to face contact

It is important to stress that at no time during the pandemic has face to face contact been suspended or ceased. Clinicians have been calling patients in where their triage assessment is that the patient needs to be seen.

Our service is and has been



We would ask all patients visiting the surgery building to continue to wear a mask until further notice

The doctors will continue to speak with patients in the first instance on the telephone and will call patients in the same day if they want to see the patient face to face.

Nurse appointments for the monitoring of chronic conditions like diabetes will be a mix of face to face and telephone appointments based on the nurse's clinical assessment of each individual

Video consultations will continue to be used where practical

Latest data suggests around 70% of appointments are via telephone/video consultations with the rest being face to face. This includes all our clinicians and includes appointments for dressings, blood tests and health checks. The percentage of GP appointments made via the telephone is higher. This mix is shifting to more face to face appointments overall but slowly.

So why not remove these safeguards?

The surgery has been a strong advocate of the vaccination programme and has pushed the message hard with each and every cohort of patients as they became eligible in 2021. We intend to do the same with the booster programme.

However, it is an inescapable fact that this message has not been heeded by a significant proportion of the patient population. For any patient arriving at the surgery for treatment or care in the future, there is around a 1 in 4 chance of that person being completely unvaccinated (dose 1 and 2). This excludes children.

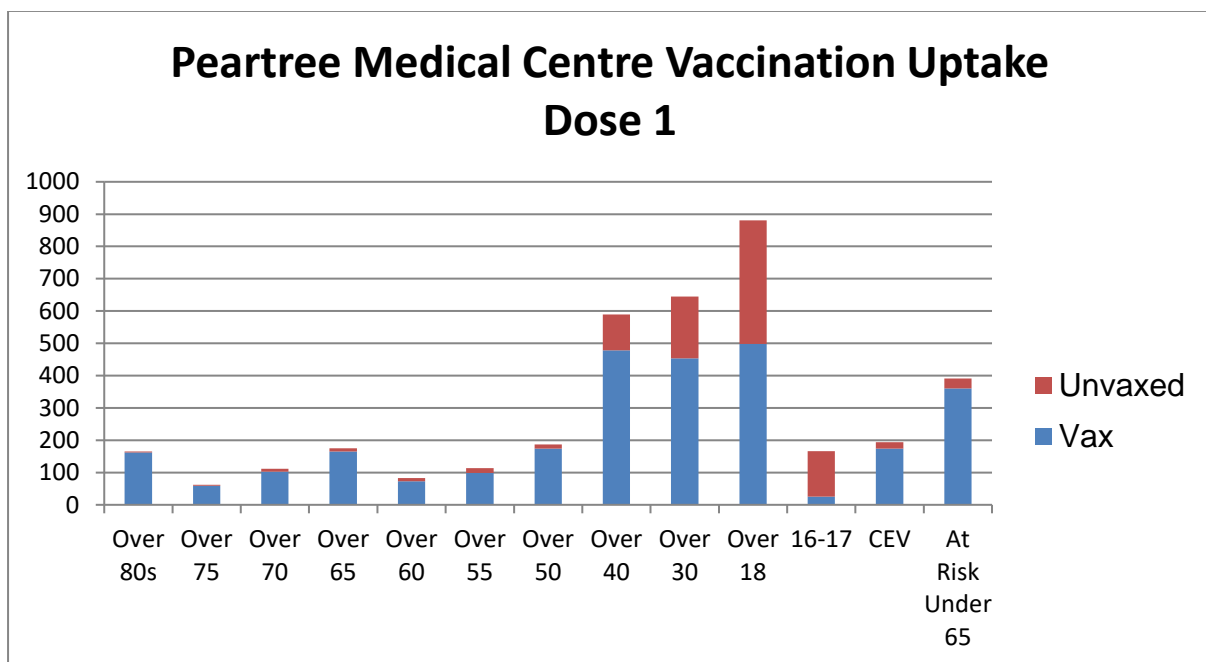
It is the clinical assessment of the GPs that together with the prevalence of other virus mutations and strains that a guarded approach through telephone triage remains an appropriate safeguard. However, we will continue to review this stance regularly and with colleagues from other surgeries.

So what is the data looking like on Covid 19 vaccinations ?



The headline position is that 79% of eligible patients have been vaccinated with dose 1 and around 90% of these have also had their second dose.

The following graph shows the position when the Derby Vaccination Centre closed at the end of August.



Note: CEV = Clinically Extremely Vulnerable

Since that time the numbers have increased slightly with most of these new vaccinations in the 12-15 age vulnerable group which was the last cohort to be eligible.

Vaccination of school children is being undertaken in the schools themselves.

Our data compares favourably with other Derby surgeries but this has fallen away as the younger cohorts became eligible. ie 18-40 years old.

What happens next?



Preparations are currently in hand to provide the booster vaccination from the surgery premises. Patients cannot have this vaccination before 180 days have elapsed after dose 2. We will communicate these arrangements as soon as they are finalized.

Flus have already started in line with the Governments latest eligibility criteria. The most significant change from 2019 is that all over 50s should be vaccinated (as in 2020). All other criteria largely unaltered.

Can I have my flu vaccine at the same time as my Covid booster vaccine?

Clinically there is no reason why not but this will depend on individual patient eligibility & timing.

Staffing update including Primary Care Network (PCN)



We are pleased to welcome Nageena as our Clinical Pharmacist. Nageena works three days per week for the surgery & its patients and initially is reducing the administrative burden on our GPs and nurses. In time she will engage with patients to discuss medication reviews and to provide advice on minor illnesses.

Maria has left the Reception team to start a new job with Derby Livewell. She joined us as an apprentice initially and we wish her well.

New phone system



It is now several years since we upgraded our telephony system. The GP Partners have therefore decided to invest in a 'tried and trusted' system that is used at other local surgeries but that also embraces the latest technology.

A go live date for October 2021 is anticipated which we are planning to be seamless.

The system will offer a number of new features (eg automatically messaging people in the queue if all

appointments booked) as well as continuing to provide existing useful features like voice mail, queuing, dual language options and call recording.

Management tools to assess call demand and usage will also be enhanced.

Livewell Move More Diabetes UK

Peartree staff have been promoting these FREE exercise and advice classes for our diabetic patients in the community. Anyone wanting more information should contact Reception or view the website Latest News section.

NHS and Data Marketing Access update

Patients may have been aware of the 'media storm' around this initiative to access patient data held by GPs. For the time being due to justifiable objections, the project has been suspended. Further information can be found on the Latest News section of the website.

Mike Newbold
Practice Manager
September 28 2021

www.peartreemedicalcentre.nhs.uk

Rated 'Outstanding' by the Care Quality Commission



GP practices and patients have faced an extremely challenging time during the COVID-19 pandemic.

Face-to-face contact has been limited to protect patients and reduce the risk of infection.

GPs do not want it to be this way, but general practice will continue to struggle without help.

We are calling on the Government to provide the funding needed for better services, more GPs, and more safe space to see patients.

Show your support for your surgery so it can be there to support you by signing our petition

#SupportYourSurgery

