

# Hilly fields Medical Centre Newsletter

27/01/2021

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## Covid-19

### How this has affected the surgery

#### Covid-19 Vaccinations

We have been asked to ensure that all people in the first 4 priority groups have been offered their first dose of a Covid-19 vaccine by February 14<sup>th</sup> 2021. Those groups are:

1. residents in a care home for older adults and their carers
2. all those 80 years of age and over and frontline health and social care workers
3. all those 75 years of age and over
4. all those 70 years of age and over and clinically extremely vulnerable individuals (also known as those on the "shielding" list)

The NHS Covid-19 Vaccination programme commenced in December 2020 and to date over 6 million people have now received their first dose of either the Pfizer-BioNTech or Astra Zeneca vaccine. Both have proven to be highly effective and safe even after one dose, thereby offering the best protection against serious illness should you become infected with the Covid-19 virus. Better protection is offered by a second dose given within 12 weeks of the first.

When you are due for your vaccine you will receive a text message to invite you for this, which will include an external booking link for you to access.

#### How to obtain an exemption card for face coverings

If you would like to request an exemption card please follow the link and complete as appropriate: <https://www.gov.uk/government/publications/face-coverings-when-to-wear-one-and-how-to-make-your-own>

#### Nominated Pharmacy

We are encouraging all patients to nominate a pharmacy for all medication to be electronically sent to directly. This is very easy for all patients to use; all you need to do is let one of the reception team know your elected pharmacy and all other medications will be sent there electronically.

#### Oximeters

Please be aware we are now utilising a new way of following up patients who have had a recent positive COVID swab. You may get a message from Doctaly Assist, this is because our clinicians feel this will be of benefit to you and help keep you safe. You will be messaged over WhatsApp (or by phone if you don't have WhatsApp), which is reviewed by GP's. You will also be directed as to how to pick up an oxygen monitoring device to help track your progress, which you will be required to return on discharge from the service.



## PPG Meeting

The PPG (Patient Participation Group) is a group of people from the practice population who have expressed an interest to be part of the group.

The group helps influence a positive change in the services provided by Hilly Fields Medical Centre. The Reference Group comprises of the group members, Doctors, Practice Secretary, Practice Manager and staff.

The aims of the patient participation group are as follows:

- ❖ To actively involve patients in making suggestions to improve the services provided.
- ❖ To obtain feedback on the quality of the services provided.
- ❖ To discuss issues and expectations from the patients point of view.



To join please follow the below link: <https://www.hillyfields.com/patient-participation-group>

Due to the covid-19 vaccination roll out we have currently paused our PPG meetings until further notice.

## Merger of contracts

The Lewisham Care Partnership has been formed in June 2017

Part of the original business case was to merge our contracts over time. This was endorsed by the CCG and the London Borough of Lewisham Healthier Communities Select Committee also had sight of this proposal.

Due to lease expiry Brockley Road site closed last March 2020 and merged with Hillyfields.

We are now proposing to continue the rationalisation of our NHS contracts and back office functions over the coming months.

For further information on this merger of contracts please use the below link:

[Merger of Back Office Services and NHS Contracts \(hillyfields.com\)](https://www.hillyfields.com/merger-of-back-office-services-and-nhs-contracts)

We would be most grateful for your feedback on this new merge of contracts. To give your feedback please use the following link:

[TLCP- Merger of Contracts and Back office Services Survey \(surveymonkey.com\)](https://www.surveymonkey.com/s/tlcp-merger-of-contracts-and-back-office-services-survey)



## New Staff

We would like to welcome our new members of staff to them team this quarter:

- GP Registrar – Dr. Jo Davies

## Patient Comments

### great practice wonderful staff

★★★★★ out of 5

*Rated 5 stars out of 5*

*by Anonymous - Posted on 19 January 2021*

thank you for all your concern over my wellbeing since start of lock down, you have showed me such kindness and concern, from verbal phone calls, text and emails, you have put my mind and health at ease making me feel safer, nothing is ever to much trouble for you, such a high standard of care from all of you, many thanks

### Fantastic care

★★★★★ out of 5

*Rated 5 stars out of 5*

*by Liz - Posted on 01 January 2021*

I had been sick since Christmas Day, so got an online GP appointment, as I was not getting better. The GP listened carefully to my symptoms, gave me advice and got me an immediate prescription. She also arranged urgent blood tests for that same day. She phoned me back the next morning with my blood test results. The GP suggested I had a COVID test, due to this new strain of the virus having some different symptoms from the previous strain. I got an appointment booked for that day. All the staff in the test centre were amazing too. Very friendly and helpful. As somebody who is in the clinically extremely vulnerable group, I was very worried by my symptoms. Of course, I don't yet have my COVID test results, but I do feel a lot safer due to the high standard of care I received. Thank you. Liz.

You can leave your feedback\Review through the following link:

[Leave a review - Hilly Fields Medical Centre - NHS \(www.nhs.uk\)](https://www.nhs.uk/feedback/Hilly-Fields-Medical-Centre)

## Changes to our appointment system during Covid-19



The surgery has been working very hard to maintain a safe clinic for both patients and staff members during this current pandemic. This has meant there have been changes to our current appointment system and how you are able to book for a GP or NURSE.

Currently we are providing telephone consultations with a GP, which are released 24hrs and 48hrs in advance. These can be booked via patient online access and via the ASK NHS app. If the doctor feels you need to be seen face-to-face they will book the appointment for you.

**DO NOT** attend the surgery unless a GP or NURSE has asked you to attend the surgery.

Please ensure if you are having to attend a face-to-face appointment you follow the guidance below:

- Please arrive only 5 Minutes before your allocated appointment time.
- If needing any assistance for your appointment, please only bring 1 other person with you.
- Wear a face covering.
- Sanitize hands on arrival to the surgery.
- **DO NOT** attend the surgery if you are suffering from any symptoms of covid-19.

For further information on covid-19 symptoms and all other topics covering covid-19 please follow the link:

[Coronavirus \(COVID-19\) - NHS \(www.nhs.uk\)](https://www.nhs.uk/coronavirus)

There are telephone consultations that are released on the day which can be booked for **URGENT** matters by calling the surgery on 020 8314 5552.

Nurse appointments are still being held but we are limited to the services we are providing face-to-face. The following services are what we are currently able to provide during this pandemic:

- ❖ Cervical Screening
- ❖ Childhood Immunisations
- ❖ Diabetic Check/Foot Check
- ❖ Injections
- ❖ Dressings
- ❖ Stitch Removal

All other services needed from the Nurse will be initially provided over a telephone consultation.

Business carries on as usual with the practice reception opening from 8:00am to 18:30pm.

| Day       | Morning       | Closed        | Phones        |
|-----------|---------------|---------------|---------------|
| Monday    | 8:00am        | 6:30pm        | Off at 6:30pm |
| Tuesday   | 8:00am        | 6:30pm        | Off at 6:30pm |
| Wednesday | 8:00am        | 6:30pm        | Off at 6:30pm |
| Thursday  | 8:00am        | 6:30pm        | Off at 6:30pm |
| Friday    | 8:00am        | 6:30pm        | Off at 6:30pm |
| Saturday  | <b>CLOSED</b> | <b>CLOSED</b> | <b>CLOSED</b> |
| Sunday    | <b>CLOSED</b> | <b>CLOSED</b> | <b>CLOSED</b> |

More information on our opening hours can be found on our website: [Opening Hours \(hillyfields.com\)](https://www.hillyfields.com)

## GP Annual survey

The GP Patient Survey has been designed to give patients the opportunity to feed back about their experiences of their GP practice. The survey asks about your experiences of your local GP practice, and includes questions about your general health. The survey includes questions about a range of issues, such as how easy or hard it is to make an appointment at your practice, satisfaction with opening hours, the quality of care received from your GP and practice nurses, amongst other things.

The answers we get help the NHS to improve local health services for people like you and your family. Over the last twelve months GP practices have had to make some changes in response to the Covid-19 pandemic. As a result, it is more important than ever that we hear about your experiences of your local NHS service even if you haven't visited your GP practice in a long time, or you have filled in a questionnaire before.

We would highly appreciate anyone who had received this survey to complete and return to the surgery.

The logo for National HIV Testing Week, featuring the text 'NATIONAL HIV TESTING WEEK' in white and red on a dark blue background.

## National HIV testing week 01st February – 07th February 2021

National HIV Testing Week is a campaign to promote regular testing among the most-affected population groups in England. Regular testing helps to reduce the number of people living with undiagnosed HIV and those diagnosed late.

The number of people diagnosed with HIV is falling, but there is still work to do:

- 1 in 16 people with HIV are unaware they have it and spend an average of three to five years not knowing, increasing the risk of passing HIV on to sexual partners.
- Late diagnosis rates are still stubbornly high – 42% of people were diagnosed late in 2019. This correlates to poorer long-term health outcomes and leads to an eightfold increased risk of death<sup>2</sup>. Clinical reviews show many could have been diagnosed sooner.

We are sending everyone an invitation to have a free HIV blood test through their GP surgery.

It is important to know if you have HIV so that you can get treatment and not pass it on. If you want a free HIV test you can ask your GP through (insert e-consult) or when you next have an appointment or routine blood test.

## Hospital appointments & Results

Hospital services are currently very restricted due to the coronavirus pandemic so there will be a delay in getting appointments and hospital results. If you have been referred to the hospital, please be aware that your wait time may be considerably longer than expected. Please also be aware that hospitals may not be able to offer services the same as prior to the pandemic, this will mean you may be added to a waiting list until these services have resumed.

### Keeping you safe

The NHS is working hard to make sure that when you come in for your appointment or treatment, everything is done to protect you from the Covid-19 virus – from new social distancing measures and our staff wearing the right personal protective equipment through to enhanced cleaning measures. We're doing everything we can to keep you safe whilst you're in our care – so please keep your appointments and get the help that you need now.

Video: [Keeping you safe when you visit the NHS in south east London](#)