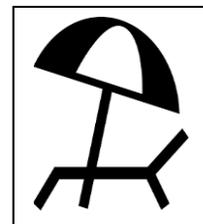




## NEWS FROM THE PATIENT PARTICIPATION GROUP



Issue 25 June 2022

**Summer is here** and with it the recent Jubilee celebrations, holidays and time for another PPG newsletter. Since our last issue in November 2021, life appears to have returned to 'normal' as Covid restrictions have been lifted. Having had to adapt to unprecedented and difficult circumstances during the pandemic, happily the Practice has recently been able to revise its appointment system as detailed below.

Unable to meet face-to-face, PPG meetings have been online, but moving forward the Steering Group will be consulting members' views on the frequency and format of future meetings. It has continued to work with the Practice, giving feedback on website content and various projects and has plans to revise the waiting room TV screen slides. It has also attended many external meetings to keep abreast of local and London health related news potentially of interest to PPG members.

### Revised Appointment System

Now that the Covid restrictions have been lifted the Practice is able to offer an increased number of face-to-face appointments and bookable phone appointments have been reduced accordingly. Some patients prefer a booked phone appointment or an online consultation and these will continue.

To summarise:

- Telephone Advice line – 8-10am every weekday (doctors)
- Medication Advice line – 8-10am every weekday (practice based clinical pharmacists)
- Duty nurse advice line – 8-10am every weekday (practice nurse)
- Online consultations – submitted via the practice website 8am-12noon every weekday
- Face-to-face consultations with a doctor or physician associate available in the afternoon

– bookable online or by telephoning the reception team

- Telephone appointments in the afternoon – bookable by telephoning the reception team

**Please note that you are still required to wear a face covering when in the Practice.**

### Patients who are late for an appointment

Clinicians at the Practice make every effort to run as close to booked appointment times as possible. In return patients are asked to be on time for their appointments to ensure the smooth running of clinics for both staff and other patients. So everyone knows what to expect, a policy has been introduced which is displayed in the Practice and on its website, as follows:

Face to face appointments:

- Up to 10 minutes late – patients will be seen, but may have to wait if the clinician has already called in the next patient
- 10-20 minutes late – the receptionist will speak to the clinician to see if the patient can be seen with the same clinic session or will need to re-book their appointment
- More than 20 minutes late – normally the receptionist will ask the patient to re-book their appointment

Booked telephone appointments:

If the clinician has failed to reach the patient after two attempts, a message will normally be left asking them to re-book their appointment.

### Accelerated Citizen Access to medical records

This NHS England scheme aims to provide all patients with online access to new entries on their medical records unless there is any reason to consider them at risk. Until recently at Paxton Green, access was only offered to new patients and those existing patients who had specifically asked for it. From the beginning of June PGGP became one of a few practices piloting the scheme, meaning that all its patients with an NHS

App log in now have automatic access to their records. Patients will still be able to ask the Practice for access to their old records.

For guidance on using the NHS App see:

<https://www.paxtongreen.uk/help-with-using-the-nhs-app/>

### **Social prescribing**

Jane Darling is the link worker for the Croxted Primary Care Network and visits Paxton Green twice a week. Her role is to connect people to community groups and services for practical and emotional support. Jane says:

“Lockdown of course presented its own challenges and initially we were working flat out to ensure that people could access food and medication. Local pharmacists were incredibly helpful and would often deliver meds to those who couldn't get out. Local volunteers also played a huge part in this and we couldn't have done our work without them.

As we've come out of lockdown our work has gone back to our original social prescribing remit with a wide variety of reasons as to why someone would be referred to us.

Housing continues to be the predominant reason as well as mental health.”

### **Mental Health**

Looking after our mental health is as important as looking after our physical health. So if you feel unwell or have concerns, do not hesitate to contact your GP. The mental health section under the Wellbeing Centre on the practice website provides links to various services

(<https://www.paxtongreen.uk/digitalpractice/adv-ice-and-help/mental-health/>) and the charity,

MIND, ([www.mind.org.uk](http://www.mind.org.uk)) offers a wealth of information including tips on everyday living and supporting somebody you care about who is going through a difficult time. Locally the Well Centre offers face-to-face, online and telephone appointments to teenagers who are worried about their mental, sexual or physical health:

<https://www.thewellcentre.org/>

tel: 0208 473 1581

### **Keeping healthy in Summer**

While we may feel better when the sun shines, it is important to strike a balance between

protecting ourselves and getting enough Vitamin D from sunlight. Sunburn increases the risk of skin cancer, and we can burn in the UK even when it's cloudy. So we should use at least a factor 30 sunscreen, stay in the shade between 11am and 3pm and take extra care of children. In very hot weather we must be particularly careful to drink plenty of water to prevent dehydration and keep a look out for older people and others who may struggle to keep cool. For more information see: <https://www.nhs.uk/live-well/seasonal-health/>

And of course, to reduce the risk of catching and spreading Covid, we should continue to wash our hands regularly, wear face masks in crowded places and health settings and ensure that we are fully vaccinated. See:

<https://www.nhs.uk/conditions/coronavirus-covid-19/coronavirus-vaccination/>

### **Food Poverty**

The Kingswood Estate Tenants and Residents Association runs a food bank from the Community Hall on the Kingswood Estate - Wednesdays (12-4.30pm), Fridays (1-5.30pm) and Saturdays (12-4pm). Donations, preferably of items with a longish use by date, are gratefully received.

And also on the Kingswood Estate, **Paxton Pantry** (run by Paxton Green Time Bank) will soon be opening on Seeley Drive. Offering dignity and healthy choices in the fight against food poverty, customers will be able to shop at the Pantry once a week for £4.50, with the average basket value currently at around £30. Donations can be made via <https://gofund.me/a29003e0>

**The next PPG meeting** is planned for the Autumn. Members will be notified of the date in advance. If you are not already a member, please consider joining us. Our meetings are friendly, lively and informative and are attended by a senior GP partner and the assistant practice manager. If you are unable to attend any meetings, you will still receive comprehensive meeting notes. Enrolment is via Reception or by completing the registration form at: <https://www.paxtongreen.uk/navigator/patient-participation-group-enrolment/>