

## PPG PRACTICE UPDATE – THE VALLEYS MEDICAL PARTNERSHIP

### November 2020

#### STAFF UPDATE

- **Moss Valley**
  - New HCA – Bethany Haycock – joined the Practice in July, replacing Laura McHardy
- **Gosforth Valley**
  - New GP – Dr Emma Porcas – will be joining the Practice in January. Dr Porcas will work at Gosforth Valley on Wednesdays and Thursdays, replacing Dr Edward Brooks.
- **Both sites**
  - New Practice Nurse – Connie Tracey – joined the Practice in October. Nurse Connie is new to practice nursing and is on NHS practice nursing development programme. Nurse Connie works from both Moss Valley and Gosforth Valley

#### GP REGISTRARS & F2 DOCTORS

- **Moss Valley**
  - Dr Femi Odedele (3<sup>rd</sup> year GP Registrar) – Dec 2019 to Jan 2021.
  - Dr Ayoade Adebisi (3<sup>rd</sup> year GP Registrar) – Aug 2020 to July 2021.
  - Dr Tom Booth (3<sup>rd</sup> year GP Registrar) – Aug 2020 to July 2021.
  - Dr Tolulope Ogunnowo (3<sup>rd</sup> year GP Registrar) – Dec 2019 to Jan 2021.
  - Dr Yusuf Hussain (2<sup>nd</sup> year GP Registrar) – Aug 2020 to Nov 2020.
  - Dr Georgia Lavender (1<sup>st</sup> year GP Registrar) – Dec 2020 to Mar 2021.
  - Dr Amy Granville (F2 doctor) – Aug 2020 to Nov 2020.
  - Dr Iman Iqbal (F2 doctor) – Dec 2020 to Mar 2021.
- **Gosforth Valley**
  - Dr Val Danescu (3<sup>rd</sup> Year GP Registrar) – Aug 2020 to Jul 2021.
  - Dr Olubunmi Adebisi (3<sup>rd</sup> year GP Registrar) – Aug 2020 to Jul 2021.
  - Dr Ololade Okeowo (3<sup>rd</sup> year GP Registrar) – Aug 2020 to Jul 2021.
  - Dr Steven Tao (2<sup>nd</sup> year GP Registrar) – Aug 2020 to Nov 2020.
  - Dr Simon Possee (1<sup>st</sup> year GP Registrar) – Dec 2020 to Mar 2021.
  - Dr Lydia Fairhurst (1<sup>st</sup> year GP Registrar) – Dec 2020 to Mar 2021.

#### MANAGING A COVID SECURE ENVIRONMENT



COVID has presented many challenges for us all. Here at The Valleys, just like many other GP Practices across the country, we are adhering to national guidance and have made some changes to how we operate to

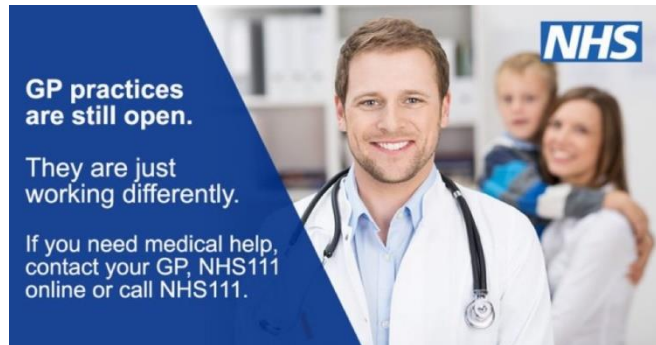
minimise covid associated risk and allow us to maintain a covid secure environment.

These changes include:-

- Managed entry into the building
- Everyone wearing facemasks, unless circumstances prevent
- Everyone asked to use hand sanitiser on first entering the building
- Socially distanced seating in waiting rooms
- Clinicians wearing Personal Protective Equipment (PPE) for every patient contact
- Dedicated 'red' rooms with separate access
- Online consultations - minimising footfall in the Practice
- Electronic prescriptions

## **APPOINTMENTS**

For business continuity and to maintain a covid secure environment, we have made adjustments to our clinics. All patients contacting the surgery for an appointment with a doctor are initially triaged by a GP. In many cases, the doctor will be able to complete the patient consultation remotely ie by telephone or video consultation; prescriptions can be processed electronically and sent direct to the patients nominated pharmacy. If clinically necessary, patients are invited to visit the Practice for a face-2-face appointment.



Online appointment booking has been suspended, in line with national guidance.

The nursing team continue to see patients for blood tests and other monitoring. However, some nurse appointments for annual reviews are now undertaken remotely – see separate item on annual reviews, below.

## **ANNUAL REVIEWS**

Annual reviews are part of our ongoing monitoring of a patients chronic disease, and / or the monitoring of medications that require tests to ensure safe ongoing prescribing.

The Coronavirus pandemic and lockdown in March of this year had a significant effect on routine monitoring of patients in the NHS as services were diverted into dealing with the immediate pressures. From March through to June all annual review routine invites were suspended as per NHS England advice and as a result this has led to some disruption in the normal routine of invites. We are slowly catching up and all efforts have been made to try and minimise disruption to our patients. All staff have been committed to dealing with the additional challenges of increased hygiene

measures, sanitisation of working areas and personal protective equipment so that we can continue to provide this important annual review. We have brought in innovative new options which have helped to keep patients away from the practice wherever possible and we appreciate the support and co-operation of patients in these areas. We have rapidly introduced the use of e-consults where some patients can be reviewed from home via an on-line portal, provide home blood pressure results, or advise clinicians of how well their conditions are being controlled. This can be used for conditions such as high blood pressure, asthma, chronic obstructive pulmonary disease and contraceptive reviews.

General Practice received some local and national guidance to support us through this difficult time. Patients with very well controlled chronic disease were identified nationally and advised that they could safely defer monitoring until next year, but could still have a review if they felt they needed one or had any concerns. We have contacted these patients; all other chronic disease patients have continued to be invited for review since June and we expect to complete them as planned by the end of March 2021.

As you can imagine it has been an extremely challenging time for healthcare staff and patients. The monitoring and management of chronic disease remains a priority for our healthcare team and we encourage all patients to accept their routine invitations wherever possible. In some cases annual review is important to enable the safe re-authorisation of repeat medications following blood tests. There may have been some delays early this year but we have put extra resource into trying to minimise any disruptions. We continue to review the performance of annual review and appreciate any feedback that may help support our patients and improve our service.

## **ONLINE CONSULTATIONS**



We previously updated the PPG about e-Consult, a form of online consultation introduced in February of this year. e-Consult allows patients to contact the GP Practice via their own computer, smartphone or tablet, gathering a structured medical history from the patient. Patients receive a response by email or telephone. The e-Consult platform is also used to

manage some annual reviews, as mentioned earlier in this update.

We are also utilising AccuRX - AccuRX facilitates video consultations and allows patients to submit electronic images.

Both e-Consult and AccuRX allow us to minimise footfall into the Practice and maintain a covid secure environment.

## **2020/21 FLU SEASON**



We have held a number of social distanced flu clinics at both Moss Valley and Gosforth Valley. Invites focussed on those patients most at risk. In addition to flu vaccine, we also administered pneumococcal and shingles vaccines to eligible patients. We continue to vaccinate patients.

## **FIRST CONTACT PHYSIO**

The Primary Care Network (PCN) made up of The Valleys Medical Practice, Killamarsh Medical Practice, The Springs Medical Practice in Clowne and Barlborough Medical Practice have introduced a new First Contact Physio (FCP) service.

FCPs are qualified practitioners who are placed at the beginning of a patient pathway, providing an alternative to an appointment with a GP.

Patients who contact the GP practice and specify they have an MSK issue will be offered and booked an appointment with the FCP (Physiotherapist). The service aims to improve access for patients to expert musculoskeletal assessment, diagnosis, treatment and advice and prevent short term problems becoming long term conditions.

The FCP service is a triage/assessment service and not a course of physiotherapy. The FCP can onward refer patients to other services, as clinically necessary, for example but not limited to physiotherapy, MSK, pain management, or back to the GP.