



KINGSWOOD HEALTH CENTRE NEWSLETTER FOR PPG MEMBERS

APRIL 2020

COVID-19 PRACTICE UPDATE

The following outlines how the practice is responding to the current Covid-19 pandemic and how changes have been implemented at this current time.

All patient appointments have been moved to a total triage model whereby all patients are contacted by telephone initially and triaged by GP's regarding their problem. Patients are then dealt with either during this telephone call (if appropriate), via video consult or seen face to face if this is felt necessary. Clinicians are utilising Personal Protective Equipment (PPE) when seeing patients face to face to minimise risk of transmission of Covid-19.

The practice continues to provide urgent blood testing and vaccines but routine nursing procedures have been ceased.

GP's are currently unable to make routine referrals to the hospital but are able to offer advice regarding NON Covid-19 symptoms over the telephone.

Urgent patients referrals are still being actioned and the practice is due to shortly commence online consultations.

PARKING EYE

The practice will be delaying implementing Parking Eye

The practice will **not** be introducing the 'Parking Eye' system which would have been effective from 1st June 2020.

The practice hoped it would potentially improve the availability of car park spaces for patients using the facilities of KHC, Action Potential and the Well Pharmacy.

When patients use the practice car park they will need to input their vehicle registration number in a simple tablet which will be located in the waiting room. If patients are unable to

do this themselves then a member of the reception team will be happy to undertake this on a patients behalf.

If patients are parking for 20 minutes or less, it will not be necessary to input your registration number, although we would recommend that patients use this facility on every visit, unless they are just visiting the pharmacy.

Any mis-use of Parking Eye will result in the receipt of a fine through the post. Any decision to overturn this decision can only be implemented if the practice is able to clarify with the patient the details of when they used the practice services and for what reason.

I appreciate that the PPG were going to help 'advertise' Parking Eye and help patients with the input of their car registration during the first week it became operational and hopefully this will still be the case when the new launch date is given.

4 PCN PPG Update

Given the current Covid-19 pandemic the 4 PCN PPG chairs and practice representatives have decided to postpone the proposed shared Mental Health Awareness Day which was scheduled to take place in October.

Kingswood Health Centre will be host next year and hope to organise a shared event on the same theme in 2021.

RSVP – Retired and Senior Volunteer Programme

After an initial slow start for recruiting volunteers to the above programme the practice had had a number of enquiries concerning becoming a volunteer driver and these details had been passed to Kirsty Gibbs from the service who had contacted and discussed with the volunteers the process.

Unfortunately due to Covid-19 this has now had to be put on hold but hopefully all those patients who expressed an interest will be happy to still support this worthwhile programme at a future date.

Practice thanks go to Steve who, as you know, offered to be the Driver Co-ordinator and had completed his ½ day training.

Staff Update

There have been several staff changes during the first four months of 2020 and they are as follows:

Dr Anna Wheatley – Senior Partner – officially retires from the practice Friday 17 April although she will continue to support the other GP's at the practice during this current pandemic if required.

Dr Neil Kerfoot will be become the new Senior Partner as of Monday 20th April

Dr Emma Williams will now be GP practice lead for the PPG with the intention of attending the PPG meetings during 2020 – although at this time they are postponed and will be reviewed once the practice and PPG chair and vice-chair are able.

Two new Paramedic Practitioners have joined the practice and this increases this clinical team to three. They are
Vanessa Smeardon
Jon Moore

Two new receptionists have also joined the KHC reception team. They are
Katie Storr
Lisa Whinham

If any member of the PPG wishes to discuss any items on this newsletter then please give me a ring at the practice 0117 3012080 or Margaret 0117 9568372.

The practice and Margaret would like to thank Steve for his work on updating the new PPG Logo as seen on the top of this newsletter.

I hope you all stay well and safe and I look forward to resuming our work once this pandemic passes.

Nicole