



Welcome to the latest edition of our Practice Newsletter. This edition includes an update on how the Practice is managing the challenges of COVID-19, the adoption of eConsult, and our move to a new clinical system.

Jan Robertson

Management Partner

COVID-19 Update

Clearly the main focus of our attention since the beginning of March has been on adapting our building and processes to enable us to continue to provide medical services, while at the same time keeping you and our team safe. Our new building has enabled us to create a segregated 'red zone' for patients that need to be seen who may have Covid symptoms. This zone consists of two consulting rooms which are separated from the rest of the building behind fire doors, and has its own entrance. Anyone needing to be seen in this area parks in the Ridge and Furrow car park (The pub has kindly agreed to this). The red zone clinician then meets the patient in their car and if appropriate the consultation takes place there. If this is not appropriate they are shown into one of the two consulting rooms using the fire exit door that opens onto Glevum Way. After every consultation the clinician's Personal Protection Equipment (PPE) is replaced and if a room is used it is thoroughly decontaminated.

The rest of the building is designated a green zone. Entrance to this zone is now through our main door. Please note that to keep this area as safe as possible only those with pre-booked appointments or those dropping off a requested sample should enter the building. Prescriptions should ideally be requested online, if this is not possible then they should be deposited in our external mailbox which is located by our main entrance. All other queries and requests should

be made by using our online services, or by contacting us by phone.

Anyone with an appointment in the green zone will be seen by a clinician wearing PPE, and a thorough clean and decontamination of the whole building takes place every evening. We have fully embraced technology and so, where clinically appropriate, consultations are now being carried out by telephone and video. It is important to stress though that face-to-face consultations are still being carried out where appropriate, these include GP and Nurse appointments, blood tests, child immunisations, and cervical screening. It is vital that if you feel you have any urgent non-Covid medical issues that you contact us so these can be reviewed by the appropriate clinician. For those who do require a face-to-face appointment our current surgery opening hours are:

Monday	8.00am – 6.30pm
Tuesday	8.00am – 8.00pm
Wednesday	8.00am – 8.00pm
Thursday	8.00am – 6.30pm
Friday	8.00am – 6.30pm

eConsult

One of the new technologies we have adopted is eConsult. A comprehensive Q&A sheet on this new online consultation system was published in July:

https://www.hadwenhealth.co.uk/practice_news/econsult-qas/

We are fully aware that there has been a 'marmite' reaction to our adoption of eConsult. For those that dislike it please be reassured that we are in constant contact with the system supplier, using your feedback, and will continue to challenge them to streamline and simplify the system. Please do use eConsult if you are able to

as there are definite benefits to doing so; if you are unable to though please be reassured that you are still able to phone the surgery. We shall soon also be adopting an eConsult 'Lite' system which will enable our Patient Advisors to complete the consultation request on behalf of those patients unable to do so themselves. This will ensure that the request is also then forwarded to the most appropriate clinician.

Change of Clinical System

We changed our clinical system at the beginning of August. This was a substantial challenge akin to learning a new language. The change was made because we felt that our existing system was not providing us with the updated functionality that we needed to remain at the forefront of technology, and interoperability with other NHS organisations was providing to be a considerable challenge. We are now using a clinical system called SystmOne, which by the end of 2020 will have been adopted by 71% of the GP Practices in Gloucestershire. If we had remained with our previous clinical system we would have been the only Practice using it within the county. I acknowledge that the move could have been better publicised and caused some issues with the transfer of online accounts of some patients, this is a lesson learnt although we have no plans to move clinical systems again for a very long time!

Flu Clinics

We have already held two of this year's three Saturday morning flu clinics. Our last scheduled one will be held on 14th November. If you received an invitation to attend one of the clinics held already, and did not do so, and have not received a flu vaccination elsewhere, please do attend on this date between 8am and midday. We are still awaiting information from NHS England regarding the expansion of the cohort eligible this year to receive a flu vaccination. As soon as we receive any further information we will inform those eligible.

Patient Participation Group

We continue to welcome anyone who would like to join our Patient Participation Group (PPG). Further details of our PPG can be found at <https://www.hadwenhealth.co.uk/practice-information/patient-participation-group/> or by contacting the current PPG Chairman, Mr Pat Mccann at patmccann03@gmail.com or by letter via the Practice. A virtual PPG meeting was held in September and covered a lot of the themes from this newsletter. The minutes from the meeting can be found at <https://hadwenhealth.co.uk/wp-content/uploads/2020/10/Minutes-24-September-2020.pdf>

And to finish – a Heartfelt Plea

We are all currently going through unprecedented times, however, despite this, as a Practice we remain fully committed to continuing to provide as normal a service as we are allowed to, in a safe environment for those that need to be seen face-to-face. Our team are not immune though to the difficulties being faced by most of the population. It is very disappointing therefore to monitor that the level of abuse directed towards our team has been increasing throughout the summer and has now reached unacceptable levels (not that any level of abuse is acceptable). I would urge everyone to please remember that at times we might be short staffed because some of our team may be self-isolating at home. We are doing our absolute best to continue to provide an effective service under what has been, for over seven months, incredibly challenging circumstances. We are currently recruiting additional Patient Advisors to help cover unexpected absences, please though do try and recognise that some things may not be running as smoothly as we would like them to be, when you next make contact with any of our team. Thank you, and please all stay safe.