



## Special issue (1) May 2020

**Welcome to this special issue of the Patient Participation Group (PPG) newsletter.** These are difficult times, with new ways of doing things, and we hope that you are managing as well as possible. As PPG meetings and activities are **temporarily suspended** and all GP practices have had to change their services, in this newsletter we want to update you on how the Practice is working. Any future changes will be posted on the Practice website. If you have friends or family registered at the surgery who can't access this information, please make them aware of the changes. Thank you.

**The doors to the Practice are permanently closed.** This is to protect both patients and staff. But the staff are still here for you; so don't be put off seeking medical advice if you need it. If you are asked to come to the Practice to see a doctor or nurse, you will be given details of how to enter the building.

Where practical, many of the staff are working full or part time from home. This includes the IT manager, the Practice pharmacist, some receptionists and administrative staff.

*"At Paxton Green we are committed to your ongoing care and support and are grateful to our patients for the way in which they are adapting to the situation and the change in our services" Dr Stephen Miller, lead Partner.*

### Ways of getting medical advice from the Practice

- **Via the Practice website.** Go to the Consulting Room on the Home page to ask a doctor, nurse or the Practice pharmacist a question or to arrange an online consultation with a doctor

- **Via the Telephone Advice line** between 8am and 10am Monday to Friday. You will be asked whether you wish to speak to a doctor, nurse, or the Practice pharmacist
- **Via a telephone consultation with a doctor** booked in advance online or by telephoning Reception
- Via your named doctor's **dedicated telephone surgery**

The consultation may include a video link if indicated. If it is necessary for you to be seen in person, you will be invited to attend the Practice. Waiting time will be kept to a minimum and you will be separated from other patients.

There is also a Duty Doctor at the Practice throughout the day whom Reception can consult for you if you telephone with an urgent problem.

**Use the 111 online coronavirus service** if you have either:

- A high temperature - this means you feel hot on your chest or back (there is no need to take your temperature)
- A new continuous cough - this means coughing a lot for more than an hour or three or more coughing episodes in 24 hours (if you normally have a cough it may be worse than usual)

Only call 111 if you cannot get help online

**The Covid-19 Support Room** on the Practice website has advice for your well-being while staying at home as well as for patients with pre-existing conditions and vulnerable patients.

### Vulnerable and chronically sick patients

The Practice has been contacting those in this category to see how they are and to manage their continued care.

**Jane Darling, one of our two link workers for Social Prescribing,** (social prescribing was explained in our March newsletter) says: *“Social prescribing has changed dramatically since lock down began and our primary focus is now on the most vulnerable and isolated to ensure that they have access to food and medication. We emphasise that GP surgeries are still very much open for all medical conditions/advice, not just Covid-19 related ones.*

*If people are struggling to obtain supplies we can refer to their local council at:*

<https://www.lambeth.gov.uk/coronavirus-covid-19>

<https://www.southwark.gov.uk/engagement-and-consultations/covid-support> *which patients can also access themselves if they prefer. There is also help available from GoodSAM*

at: <https://www.goodsamapp.org/patient>

*In addition, social prescribers can refer to a telephone advice line run by Age UK Lambeth offering help and information to anyone over the age of 18 who has queries about benefits, housing etc. Alternatively please contact Age UK directly on 0333 360 3700.*

*We realise that lock down is not easy for a lot of people and incidences of domestic violence are rising. However, there are a couple of helpful services operating throughout this time, which anyone can access.*

<https://www.gov.uk/government/publications/coronavirus-covid-19-and-domestic-abuse/coronavirus-covid-19-support-for-victims-of-domestic-abuse>

<https://www.lep.co.uk/read-this/domestic-violence-victims-can-now-claim-free-train-travel-help-escape-abuse-2661898>

*We recognise that this can be a lonely time for people who have to self-isolate, so Age UK Lambeth have arranged a telephone befriending service to ensure that people don't feel entirely cut off from others during this strange time. We can make these referrals for you. We're also here for lovely things such as birthdays and, with a little bit of notice, can get a homemade cake delivered to a patient, which*

*happened recently to an 89 year old man who would have otherwise been by himself all day. All you have to do is let us know that you would like this service and we will do the rest.*

*Of course, if anyone has any questions at all please contact your social prescriber directly or via the Practice.”*

NB If one of the Practice staff phones you, they will give you information to let you know that it is a legitimate call. If someone unknown calls asking for information from you, do not share it. Call the Practice directly if you are unsure.

### **The Croxted Primary Care Network (CPCN)**

In our September 2019 newsletter we talked about the formation of the CPCN – a formal collaboration of Paxton Green Group Practice, The Old Dairy Health Centre and Brockwell Park surgery, as part of the NHS 10 year plan to encourage all GP practices to belong to a local Primary Care Network.

**Dr Alex Mackay, Clinical Director of the CPCN,** comments: *“The three practices across our PCN have been in regular contact over this difficult period. In particular we have worked together on contingency planning, aligning and developing our digital access and coordinating our approach to patients with suspected Covid. Although this has been a challenging time for all, some of these challenges have been a catalyst for closer working across the PCN which we hope will bring long term benefits.”*

### **Paxton Green Patient Participation Group**

Some of you may be reading our PPG newsletter for the first time or not be familiar with the PPG. Please have a look at the PPG pages on the website for information on how we work with the Practice to improve services and for our past issues of the newsletter. These are full of updates about our meetings and activities, news from the Practice and the community, health advice and more. If you are not already a member, we hope you might consider joining us.

And finally, the PPG Steering Group, on behalf of all PPG members, would like to say a huge thank you to all the staff at Paxton Green for continuing to look after us so well in such testing times.