

The Westgate Practice Patient Newsletter

Autumn Edition 2020



The 'New' Normal

In General Practice we continue to adapt to doing things differently to keep everybody safe.

We have been delighted by the variety of ways we've started interacting with patients, and how accepting most people have been. All appointments are conducted via the telephone. However, if the clinician would like to see you in person, then you will be invited to the surgery at a set time. Before seeing patients face to face, clinical staff put on aprons, gloves, mask and visor and rooms are cleaned down after each patient.

We have offered **7,676 face to face appointments** since 1st April 2020.

Other News:

New Website – We are very pleased that so many people are accessing the www.westgatepractice.co.uk website, **4,342** people in September alone; many services are now available via this facility so please do take the time to have a browse or keep up to date with the latest news.

Healthcare Monitor – The practice has a new monitor which measures weight/blood pressure/pulse and gives your body mass index. You may be invited to use this when you attend for a health review.

Research – We are currently involved in a Shoulder Pain study and also hosting Virus Watch so you may receive an invitation to take part in these studies.

Childhood Immunisations – We are aware that some of these were halted during lockdown; however the school immunisation teams do have a plan in place to ensure that all children will receive the vaccinations they missed.

Between 1st April & 30th September 2020 the practice team :

Answered **69,956** calls

Conducted **31,452** telephone appointments

Provided **582** video consultations

Issued over **250,000** prescriptions

Completed **3,021** blood tests

Made **1,860** patient referrals

Accomplished **7,541** medication reviews

Carried out **1,155** reviews for asthma and diabetes

Flu Vaccines



We have already given almost 6,000 'flu jabs since September!! This is the amount we usually deliver during an entire flu season!!

Flu vaccines are ordered one year in advance of when they are required. Vaccines for the 20/21 season were therefore ordered in Sept 2019 (pre-COVID) based on previous patient uptake.

Due to increased demand and the need to prioritise groups within our practice population, our initial supply of stock has been depleted. We now await confirmation of additional vaccine being supplied from the Department of Health and Social Care and will contact patients once these have been received at the Practice.

Child Flu is available to book if your child's DOB is 01.09.16-31.08.18.

In The Waiting Room With: The Patient Services Team

Appointments – What's changed?

We have a large Patient Services Team of over 40 staff, who are vital in supporting the day to day running of the practice. The team is led by the Office Manager and Patient Services manager.

Many job roles are carried out by the staff team, including a specialist administrative officer whose role comprises gathering reports and setting up the clinical rota; there are 4 specialist medical secretaries; 2 staff who carry out administration to support the large nursing team; the medicine management team who are responsible for all aspects of prescription issuing and office assistants who do general duties including scanning of documents to patient records & being responsible for all the post that is received and sent daily.

In addition we have a large 'front of house' team led by 4 supervisors. The entire team, as well as completing reception duties such as answering calls; booking appointments; welcoming patients are also able to register new patients; sort & file medical records; contact patients for follow up appointments; check and manage the website.

They have all worked incredibly hard over the past few months adapting to the 'new' normal in order to keep everyone safe in their many day to day contacts with our patients.

All appointments must be booked online or over the telephone on the day

You will first receive a telephone consultation

Please only attend the practice if you have a face to face pre-arranged appointment

Wear a face covering

Do not enter the building until invited to do so

Thank you for your cooperation

Practice Closures



The Westgate Practice will **close on Thursday 24th December at 6.30pm and re-open on Tuesday 29th December 2020 at 8am.** We will also be closed on **Friday 1st January 2021.** Please ensure you have enough medication to get through the festive period.

The Practice will be **closed from 2pm** for Protected Learning Time on **Tuesday 20th October; Tuesday 17th November and Tuesday 15th December.**

Goodbyes and Hello's



Sister Christine Stringer has now left us for a well-earned retirement; we will miss her and wish her well.

We warmly welcome to the practice 3 GP's: Neil Forbes, Dr. Shajheda Haque, and Dr. Issra Abdelbagi.

Patient Participation Group



A successful virtual PPG meeting was held on 25th September with Dr Helen Stokes Lampard as Chair. Minutes will be available online with our next virtual meeting set for Friday 20th November.

Please Remember

Let us know if **any** of your details change including: new address, changed your mobile number, or have become a carer.