

**Patients Participation Group Communication**

**December 2020**

I hope you have all been keeping Safe and Well during the COVID Pandemic. The pandemic has brought about many changes to all our lives, but hopefully there is light at the end of the tunnel now as the city roll out the COVID vaccine.

First some sad news, you may remember Shirley who was a long serving member of the Reception/Admin Team who retired in 2018. Sadly Shirley passed away in September. The practice held a Macmillan Coffee morning on the 24th September in memory of Shirley who will be missed by all.



**What’s been happening at Parkway Medical Group during the COVID Pandemic**

**Changes to the Parkway team**

There have been a few changes to the practice team:

In June Dr Kelly Hermuzi commenced her maternity leave and are pleased to announce she had a baby girl at the beginning of July. Dr Hermuzi will be returning to the practice in February 2021.

Also June 2020 we said goodbye to Dr Nicholas Posner after being at the practice for 25 years. Unfortunately we weren’t able to give him the farewell that we would have liked to under normal circumstances but we hope to in 2021.

In August we said a further goodbye to Dr Claire Beaton after being at the practice for 11 years. Again we weren’t able to give Dr Beaton the farewell that we would have liked and hope to do something in 2021, we wish them both well for the future.

In February 2020 we appointed Gillian Elder an Advanced Clinical Practitioner, Gill had only been at the practice a few weeks before the first lockdown began. Gill works Monday to Thursday and has been a great asset to our Parkway team.

In April 2020 we appointed Angela Matfin an Advanced Clinical Practitioner, Angela works Monday, Tuesday, Thursday and Friday again Angela has been a great asset to the Parkway team.

*I have attached an information leaflet on the scope of expertise of an Advance Clinical Practitioner, both Angela and Gill can prescribe. We have felt an importance of creating a skill mix within the practice’s clinical team and this allows the GPs to focus more on patients with more complex health problems.*

In October 2020 we had Dr Marc Lamplugh join the team as a salaried GP. Dr Lamplugh currently works every Wednesday but plans to increase this during 2021.

In early January 2021 we will be welcoming a new Practice Nurse Sarah Wear. Nurse Sarah will be working full time Monday to Friday and will work alongside Nurse Liz and Nurse Jackie.

Three members of the Reception/Admin team, Judith, Amy and Ashleigh underwent training to help deliver the flu vaccines this year. They all really enjoyed the opportunity to learn something new and they have all excelled in using their new skills.

And lastly at the beginning of December we appointed Amy as Reception / Care Coordinator Manager.

**Changes to the way the practice works and how we have been delivering care to patients**

When lock down was first announced back in March, all local practices were advised by Newcastle Gateshead Clinical Commissioning Group (NGCCG) to reduce the footfall in to practice and to change immediately to a full telephone triage system. Patients are being seen face to face on a needs basis once the GP or Advance Clinical Practitioner has completed a telephone/video triage. There are some procedures that we are still not permitted to perform such as spirometry testing and examinations of throats but we are following the guidance closely which is being supplied to us from NGCCG.

Patients can also access the practice by submitting an eConsult. This involves answering a series of questions online which comes straight in to the practices email and patients will receive a response within 48 hours - please see our practice website for access to eConsult.

The Practice Nurses and Health Care Assistants are seeing patients but due to having to disinfect the room after every patient the appointments that they can offer has been greatly reduced. The Practice Nurses have been offering telephone/video reviews on patients where possible and this has helped with some patients who are most vulnerable to COVID.

We continue to ask all patients entering the practice if they have any symptoms of COVID and patients entering the practice and all staff are wearing masks at all times.

The practice has access to a Hot Home visiting service and a Hot Hub based at Elswick Family Practice. These are being used for patients who have symptoms of Covid and need healthcare.

**Prescription Line and incoming calls**

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Due to the changes that we have needed to make it has put a lot of pressure on the telephone lines, together with the added pressure of patients worried about COVID and members of the staff having to isolate or off sick, at times the phones have had to ring longer than we would like. We have been able to draw on the help of staff that have left the practice to come and help in times of need. Also as the GPs and Advance Nurse Practitioners doing mainly telephone triage this has also impacted on the surgeries telephone access. However in the not too distant future we are going to be supplied with extra phone lines and a call waiting system to let patient know what number they are in the queue when ringing in. We believe this will reassure patients that they will get through rather than just hearing the engaged tone.

**Flu Clinics**

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We have ran 3 very successful Saturday flu clinics and have had a good uptake on the vaccine this year. The clinics did come with its challenges of social distancing and appointments taking longer than usual but the Parkway Team really pulled together to offer patients their flu vaccine in a COVID safe environment and have received some lovely words of praise from patients on how well the clinics went.

**COVID Vaccine**

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With the recent announcement of the roll out of the COVID vaccine we can hopefully start to see an end to the pandemic. The COVID vaccine is being delivered from sites across the city; there are currently two confirmed sites - The Centre of Life and Newcastle Racecourse. There are two more sites awaiting approval. We have been advised that the first patient group target will be patients aged 80 or over, the practice will contact the patients to book them in to one of the available sites when we have had the go ahead to do so.

**Future Plans**

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We are hoping to offer minor surgery to our patients towards the middle of 2021. More information will be shared nearer the time.

We also hope that from August 2021 we will be able to accommodate a GP Registrar. Dr Marc Lamplugh is a qualified GP trainer and we are excited about the prospect of becoming a training practice and encouraging medical students in to the world of GP practice.

A plan for next year is to rename our Reception/Admin Staff to Care-Coordinators. Essentially coordinating patients care is what the Reception/Admn staff do on a daily basis, and as a practice we feel that the title of Receptionist is not a true reflection of the work that they do.

**Primary Care Network (PCN) News**

Parkway Medical Group is a member of the Outer West PCN. Over the past few months there has been a few new members appointed in to additional roles to support the 6 Outer West practices.

[**Clinical Pharmacy Team**](#Pharmacy)

Clinical Pharmacists

Chris McCauley

Steffi Thomas

Mohsin Malik

Clinical Pharmaceutical Technician

Steph Watson

[**Young People Mental Health and Wellbeing Workers**](#Streetwise)

Katherine Graham

Jane McPhail

[**Dietitian**](#Dietician)

Angela Watt

[**Older People Wellbeing Advisers**](#SEARCH)

Christine Hardy

Sadia Masood

[**Activity Coordinator**](#Diane)

Diane Tait

[**Social Prescribing Link Workers**](#SPLWs)

Alex Hepple

Andrew Cummings

Mark Elliott (due to leave before Christmas)

**Health and Wellbeing Coaching**

Alison Eastwood

Beth Magee

**Counsellor**

Natalie Harrison

**In 2021 we hope to have members in the following roles:**

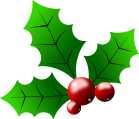
Mental Health Occupational Therapist

First Contact Physio

A second Clinical Pharmacy Technician

**I hope this update has given you an insight as to what has been happening at Parkway Medical Group in the past few months.**

**I would like to have further communication with you in mid-2021 hopefully this will be face to face if COVID restrictions allow but if not we could use Microsoft teams or Zoom if there is appetite for it.**

**Wishing you all a Merry Christmas**

**And a Happy New Year**