

THE REDCLIFFE SURGERY



Your surgery is still based at **Redcliffe St** until the relocation on 5th December.

See Page 2 for more information about the **relocation**.

Contact your GP Online with Patches

We have launched a new service, Patches, which allows patients to contact us online for medical advice or administrative help.

With **Patches**, you can start a short consultation online with your GP during our working hours. Simply visit our website, click on 'online consultation', and complete a simple form which will be reviewed by a GP. You must create an account with Patches to use it for the first time, and then log-in to your account to make new requests or manage your existing requests.

The Patches' forms have been designed by GPs and will ask you the same questions a GP would ask in a face-to-face consultation.

Why start your consultation online?

- ◆ No phone queues!

- ◆ You can submit your Patches' form when the surgery is open, and expect a response within one working day. Urgent queries will be managed in a timely manner.
- ◆ Get advice faster.
- ◆ The cleverly designed forms prompt you to think about related symptoms that you may not have otherwise remembered.
- ◆ Your GP is able to obtain key information before calling you, this saves time on the phone with the GP.

Requests submitted online by 3pm will receive a guaranteed outcome by the end of the same working day.

- ◆ You may not have to visit the practice. After reviewing your Patches' request, the GP may issue a prescription directly to your local pharmacy, or your GP may phone or video call you. If you need to come in to the practice, your GP will arrange this with you.

If you are unable to use Patches - no problem!

Our GPs have designed a short set of questions (ELITE) which our receptionists will ask you onsite or over the phone before passing this on to the duty GP. This allows the GP to appropriately deal with your request.



Before the move in December we engaged with our patients to get their views and thoughts so that we can work together and benefit from a smooth transition.

RELOCATION UPDATE

Our practice will be moving from Redcliffe St to Violet Melchett, 30 Flood Walk and 1a Chelsea Manor St. Due to building works taking slightly longer, we will now be operating from the new premises from December 5th.

1. How did we engage with patients?

Our engagement plan has been discussed with and approved by the patient participation group and the clinical commissioning group.

To date, letters, texts and emails were sent to all our patients with information and an invite to complete an anonymous Relocation Survey.

Zoom and face-to-face meetings were offered to patients to provide thoughts and views.

2. Relocation survey

The Relocation Survey was open for a 6 week period and it was accessible to everyone as follows:

- Digitally as a Google form, or comments were sent to our dedicated email address.
- Paper feedback handed to reception.

- Verbal feedback taken over the phone and at reception.

3. Highlights of the relocation survey

Over 1,100 patients provided us with feedback in this engagement period.

All the feedback was processed within 2-3 days by the Relocation Team, identifying our patients needs and concerns. Individual e-mails and communication were responded to personally as needed.

4. FAQs

The most frequent questions were added to a FAQs document which is now on the practice website, it is also available at reception and by email request.

5. Engagement events

We hosted two Zoom calls in June, which were offered at different dates and times in the afternoon, to make sure the event could be accessible to everyone.

The Zoom calls were both fully booked, and were a real success in terms of engagement with patients, and have been taken as an example of good practice.

A face-to-face event also took place later in July for those patients who were not able to join on Zoom or didn't know how to use the online platform.

6. Website update

The FAQs, relocation update and content from the Zoom meetings including power point presentations and video were added to the site.

NEW PREMISES

From December 5th

Violet Melchett



SW3 5RR

Chelsea Manor St



SW3 5RP

PATIENT SATISFACTION SURVEY!



Following our relocation engagement phase, we conducted a new patient satisfaction survey.

We wanted to give our patients the opportunity to tell us what they think about our various services and how we can improve them, especially with the move in December.

We have received over 600 feedback responses during the 4 week period the survey was open.

We would like to thank all patients for completing the survey. We will present the results in the next newsletter.

SUPPORT FOR CARERS

Please get in touch with the practice, if you are a patient registered at Redcliffe and supporting someone as an unpaid carer. Carers are eligible for the carers health check assessment with our health care assistant.

<https://www.carers-network.org.uk/>

POLIO VACCINATION

The NHS is inviting children aged 1 to 9 to receive a vaccine against polio. For some children this will be an additional booster dose if they are already up to date with their routine vaccinations, in others who are not up to date it will be a catch-up dose.

Traces of poliovirus have been found in sewage in some London boroughs - the vaccine will boost your child's protection. Polio can be very serious and in unvaccinated people can, on rare occasions, cause paralysis. You will be contacted by the NHS to book a vaccination appointment for your child.

COMMUNITY LIVING WELL and SELF- REFERAL

Self refer online via Community Living Well for the new Silvercloud programme.

A New Way to a Healthier Mind.

1 in 4 of us struggle with mental health challenges, like feeling low or anxious. Based on 2 decades of clinical research and proven therapies - SilverCloud programmes give you the tools and skills to feel better and stay better.

<https://communitylivingwell.co.uk/>

Autumn COVID-19 and Flu Vaccination programme



The COVID-19 Autumn booster will be offered to the following groups:

- Residents and staff in a care home for older adults
- Frontline health and social care workers
- All adults aged 50 years and over
- Persons aged 5 to 49 years in a clinical risk group, as set out in the Green Book
- Persons aged 5 to 49 years who are household contacts of people with immunosuppression
- Persons aged 16 to 49 years who are carers, as set out in the Green Book.

Appointments are available at both Violet Melchett and St.Charles. If eligible you will be sent an SMS sent with a link to book your appointment.

The free Flu Vaccine will be offered to the following groups:

- Secondary school children in years 7, 8 and 9 who will be offered the vaccine in order of school year (starting with the youngest first). This group are likely to be offered vaccination later in the year once children aged 2 and 3 and primary school age children have been vaccinated.
- 50 to 64 year olds that are not in a clinically at-risk group, are eligible for the vaccine from 15th October

Self Book Flu Clinics

We have started to use a new self book system where we send patients a link via SMS, and they can select a convenient appointment of their choice to book their flu jabs.

Make sure all your vaccinations are up-to-date

If you are over 70 make sure you have had the shingles and pneumonia (pneumococcal) vaccines. Over 65s can also have the pneumonia vaccine.

PATIENT PARTICIPATION GROUP



The patient participation group is a group of Redcliffe Surgery patients who meet with the practice management team to develop services at the practice and ensure that the patient voice is heard.

If you would like more information, or to join our patient participation group, speak to a receptionist.

You can also join the patient participation group by using the 'contact us' form on our website.

Minutes from our previous patient participation group meetings are available on our practice website.

What's coming next...?

In the next newsletter, we are going to present the results of the patient survey along with more updates about the relocation!

For more info about the relocation, email us at:

Redcliffe.relocation@nhs.net