

THE REDCLIFFE SURGERY

Issue 1, 29th June 2020



The Redcliffe Surgery, 10 Redcliffe Street, SW10 9DT

Summer 2020 Update

The Surgery
Remains Open.

Page 2 for how you
can safely access our
services during the
pandemic.

Contact your GP Online with eConsult

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

With eConsult, you can start a consultation online at any time with your GP. Simply visit our website, click on 'online consultation', and complete a simple

form which will be reviewed by a GP.

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

Why start your consultation online?

- ◆ No phone queues!
- ◆ You can submit your eConsult at any time, even when the surgery is closed.
- ◆ Get advice faster—staff working from home are also able to process your eConsult which allows for a very fast

turnaround time.

- ◆ The cleverly designed forms prompt you to think about related symptoms that you may not have otherwise remembered.
- ◆ Your GP is able to obtain a full history before calling you, this enables you to spend more time on the phone with the GP if needed.
- ◆ You may not have to attend the practice. After reviewing your eConsult, 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.

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

If you are unable to use eConsult — no problem!

Our GPs have designed a short set of questions which our receptionists will ask you before passing this on to the duty GP. This allows the GP to appropriately triage your request.



There have been a number of changes introduced at the surgery in response to the coronavirus pandemic. Staff at the surgery would like to thank all patients for their patience, flexibility and understanding during this difficult time.

Read more to find out how to access services at the surgery while staying safe at home

1. Please do not attend the surgery unless requested to do so.

Most of our services are now available online by visiting our website and we are also offering video consultations where appropriate to do so.

If you are not tech-savvy, our administrators are happy to call you back at a time convenient to you and talk you through the process of accessing any of our online services.

Only patients who have been requested to attend the surgery by a member of staff may do so. This is in order to reduce the risk of infection and protect our most vulnerable patients who have no option but to attend the practice for their medical care and protect our staff.

2. Please wear a face covering when attending the surgery and observe a 2 meter distance from staff and other patients

If you have been asked to attend the surgery for an

appointment, please arrive at your scheduled appointment time - do not arrive early as appointments are staggered to minimise the potential of the virus spreading.

3. Nominate a pharmacy—Your GP can send your prescription electronically directly to your pharmacy of choice.

If you have not already nominated a pharmacy, please speak to a receptionist who will be able to do this for you or submit an administrative help request through our website.

You may wish to nominate a pharmacy close to your home or workplace.

You can change your nominated pharmacy at any time.

4. Support us in keeping our phone lines free for emergencies, vulnerable and elderly patients by contacting the surgery online if you are able to do so

You can contact us online for medical advice (see page 1), to find out more about our services, or to request administrative help such as requesting a report or letter from a GP, asking for an extension of your sick note (fit note), asking

about a referral or any other administrative query.

Any administrative queries are processed throughout the day and will receive a guaranteed response by the end of the next working day, but often sooner depending on the complexity of your request.

5. Order your repeat medications online—visit our website and click on ‘order your prescription’.

You will need to log in with your SystemOnline username and password, if you do not have this, speak to a receptionist.

You can also order your medications using your smartphone through the NHS App. (see page 3 for details).

6. Next time you need medical advice from any clinician at the surgery, start an online consultation for a guaranteed same day response if submitted by 3pm on a working day. (see page 1)

7. Make sure we hold your up-to-date contact details.

We may need to contact you, please make it easier for us to do so by ensuring that we have your correct address and phone numbers.

Our GPs are increasingly using video to consult with their patients. If your GP

feels that you require a video consultation, a text message invitation with a video link will be sent to the mobile number we hold on record.

Please ensure that the mobile number on your record is your own. If you are updating your contact details, please ensure to let us know whether you are also updating the contact details for other members of the household (particularly children). You can let us know about your new contact details online by using the ‘contact us form’ on our website.



PHONE 999 FOR MEDICAL EMERGENCIES:

This is when someone is seriously ill or injured and their life is at risk.

Medical emergencies can include:

- loss of consciousness
- A new confused state
- fits that aren't stopping
- chest pain
- breathing difficulties
- severe bleeding that can't be stopped
- severe allergic reactions
- severe burns or scalds

Managing Long term conditions during the pandemic

Over the coming months we will be contacting patients to arrange follow-up annual review appointments for patients who diagnosed with long term conditions such as Asthma, COPD, High Blood Pressure, diabetes, Dementia and Rheumatoid Arthritis.

Where appropriate, we'll aim to conduct some of these reviews remotely via telephone or video consultation.

Hypertension Monitoring

If you have hypertension (high blood pressure), we would like to invite you to monitor your blood pressure at home, using a validated blood pressure monitor for home use.

Our GPs will assess your blood pressure readings and provide advice and treatment remotely.

Home blood pressure monitoring can give a better reflection of your blood pressure as some people feel anxiety when having their blood pressure tested in a clinic which can affect the result.

Low cost monitors are available to purchase online.

If you choose to monitor your blood pressure at home, it's important to make sure you use equipment that has been properly tested.

The British Hypertension Society (BHS) has information about validated blood pressure monitors you can buy.

Further information will be sent out by text message to our hypertensive patients.

<https://bihsoc.org/bp-monitors/for-home-use/>

Download the NHS APP to manage your health online

- ◆ View your Medical Record
- ◆ Order Repeat Prescriptions
- ◆ Book Appointments
- ◆ Access a symptom checker

The NHS app is the official public facing app to access existing patient online services such as appointment booking and ordering medication with a new symptom checker as well enabling patients to set organ donation and Data Opt Out preferences.

It's free to download from Google Play or the Apple Store.

You can register your NHS account, without the need to attend the surgery.

For more information visit: <https://www.nhs.uk/using-the-nhs/nhs-services/the-nhs-app/>

The surgery welcomes new staff

Dr Sonali Kinra (GP)

Dr Kinra joined us as a GP in January 2020.

Dr Kinra brings with her 10 years experience working as a General practitioner in Nottingham.

She has a wealth of experience in commissioning, provision of services and working at scale.

She continues to be the GP retention lead for Nottinghamshire Integrated care system.

She has been the COVID lead for the practice and has been instrumental in ensuring an up to date, transparent communication and teamwork ethos within the practice and supporting staff during these challenging times.

Dr Ben Holroyd (GP)

Dr. Holroyd studied for his medical degree at the University of Oxford, then attended the Reading GP training scheme, qualifying as a General Practitioner in 2014.

He has since worked in several GP surgeries across South-West London, and was Self-Care Lead for Central London Clinical Commissioning Group in 2014/15.

His special interests include mental health, ophthalmology, and use of

IT systems to improve medical care.

He joined the Redcliffe Surgery in January 2020.

Marie Murphy (Practice Nurse)

Marie joined the Redcliffe team in January 2020.

She qualified as a nurse in 2006 and started her nursing career in district nursing in Islington. In 2016, Marie completed training to become a general practice nurse.

Marie enjoys general practice with the variety it offers and likes working in a diverse community .

Her special interests include wound care, mental health and asthma.

A full list of our surgery team is available on our website.

Join our 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 pgroup meetings are available on our practice website.