



Christmas Maltings & Clements Practice

Patient Newsletter

Dr David Brandon, Clinical Lead GP

Who could have foreseen what 2020 had in store when I last put digital pen to paper to you all in my new-year newsletter?

I will try to avoid using the word 'unprecedented', but the way we have all had to change our ways of life and respond to this new threat has been felt in every sector of our society. I would like to thank you all for the support you have given to us and to one another, and would like to reassure you that we will continue to do everything we can to provide you high quality, accessible and compassionate healthcare at this time.

Just as we had started to settle into what felt like a period of stability, we have once again had to re-invent so many of our systems and ways of working. I am grateful that you have accepted this with such good grace, and would ask that you continue to bear with us as we become used to 'the new normal'.

I would like to take this opportunity to reassure you that if you do have any persistent or worrying symptoms, please do contact us. **We are here to help**; you do not need to delay getting in touch out of concern for the impact of coronavirus on health services.

eConsult

History tells us that adversity is often the birthplace of innovation, and I'm glad to report that our

eConsult system has proved to be a fantastic asset and has enabled us to provide accessible and responsive healthcare despite the restrictions.

Before the pandemic, we were given the accolade of being the practice providing the **most** access to online consultations, by processing more eConsults than any other surgery in the entirety of the United Kingdom. That goes to show how hard my team have been working to support you.

We have also now got access to some fantastic video consulting software, meaning many people who would have historically required a face to face consultation can be managed with this medium instead. You can also send us photographs via eConsult or on this system when we need you to.

I know that not everyone is able to use eConsult, but I'm so grateful that those that can use it are now mostly doing so. This has relieved pressure from the phone lines meaning it is now possible for those that are less able and more vulnerable to be able to get through. The success of this project in improving and providing fairer access has been recognised nationally, and our expertise has been sought by NHS England Digital Transformation Teams and other commissioning groups.

You may have read about this in the Haverhill Echo: www.haverhillecho.co.uk/news/gp-surgery-shows-others-how-online-access-can-benefit-9110345/

I would also like to reassure you that we are working hard to open up as many of our services as we can within the guidelines set to us from NHS England. When needed, we are able to see patients face to face in the surgery, but for reasons of safety, we will continue to triage all patients who contact the practice to ensure that every step is taken to protect you from Coronavirus. Where possible, your query will be handled without you needing to attend. This is so that we can help as many people as possible whilst respecting social distancing. You may still then be asked to attend the practice, but I can reassure you that we are doing everything we can to make it safe for you to do so.

You will find that some aspects of the surgery appear unfamiliar, and the staff member you see will be wearing protective equipment.

Long Term Medical Conditions

The introduction of the LTMC clinic last year was a huge success and led to a 'QOF' (the score that our performance is judged by) score of 99% for 2019/20. A year is aligned to the tax year of April-April. This has moved us from historically some of the lowest scores in the UK to now comfortably being into the top quartile.

What this means is that the vast majority of patients with these conditions have had a detailed, high quality, comprehensive review within the last 12 months and have been provided the best possible treatment.

Unfortunately, due to Coronavirus, it will not be possible for this to look exactly the same this year. We have lost several months due to the lockdown restrictions and even now, due to social distancing, we are only permitted to have a limited number of patients through our doors and in front of our staff.

What we are doing this year is to risk-stratify all our patients using a **Red-Amber-Green score** based on the medication you have been taking, the conditions you have and how well controlled your condition has been in the recent past.

We will then be recalling patients for review starting with 'Red' and working our way down.

If it is logistically possible, we will aim to inform you of your rating, although we are still working through the logistics right now. For those that are

able to, when you are recalled we will request that you submit a pre-appointment questionnaire via eConsult; you will be sent links to make this straightforward.

It is possible that if you are triaged as 'Green' you may not get invited to a scheduled LTMC review this year. However please be reassured that if you have any specific issue of concern, you are welcome to contact the practice via the usual platforms for help from the duty team. We hope that 2021 will allow a little more normality.

We are also looking at a longer-term option for an outdoor Mobile Phlebotomy Unit, which is a proposal that will take some time to turn into reality but would potentially be able to really open up our capacity.

Staffing and future development

You will be pleased to discover that we have continued to make progress regarding recruitment and now have a full complement of GP staff. We have been approved as a training practice, which means that we will be able to be training the GPs of Haverhill's future right here, and help some excellent doctors on their journey towards qualification as specialist GPs will be joining us very soon.

We are lucky to be the early adopter site for the new mental health services model, and currently have **four** excellent mental health specialist practitioners working within the practice. They will be your first point of call for mental health concerns, and can be accessed via eConsult.

I'm however sad to be announcing the departure of Andy Cutting, our much liked Service Manager. He is moving onwards to his next project in Norwich but wanted to express his gratitude for the relationships he has built with you, and for the support and encouragement you have given him.

He will be much missed, but we can reassure you that the changes made over the past few years have set the practice to be in a much more resilient position from which to face the future.

Coming soon... rebranding and a new website. Watch this space.

Dr David Brandon, Clinical Lead GP

Christmas Maltings and Clements Surgery Patient Participation Group (PPG)

Want to have a say in how your surgery is run? Why not become a member of the Christmas Maltings and Clements PPG?

We are always looking for new members as we need your help to ensure our surgery continues to improve.

As a PPG member, you can better understand how your practice is run, discuss areas of improvement and give your input on changes.

To register your interest, please ask at Reception or email: WSCCG.christmas-clements@nhs.net

If you require this newsletter in an alternative format, please contact Sarah Miller, Governance Manager, Suffolk GP Federation CIC

Tel: 07908 950194

NHS Email: sarah.miller29@nhs.net



Contact Us

If you have any questions or wish to share feedback with us, please email:

WSCCG.christmas-clements@nhs.net

Or call:

01440 841 300



To keep up to date with our news, please visit www.christmasandclements.co.uk or search for 'Christmas Maltings and Clements Practice' on Facebook.

Patients can also join the Surgery's Patient Participation Group. To find out more, please email **WSCCG.christmas-clements@nhs.net**

Healthwatch Suffolk

You can also share feedback with Healthwatch Suffolk, an independent body set up to shape and influence local NHS and social care services.

Call **01449 703 949** or email info@healthwatchesuffolk.co.uk

