

# Kingsmead Healthcare



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# The Kingsmead Beat

## Patient Newsletter

For the community we serve

September 2022

Dear Patients,

I hope this newsletter finds you well. We are now running a normal service at the surgery with a full range of appointments. However, the NHS continues to be under tremendous strain and patients should continue to do their utmost to use services sensibly.

With warmest wishes,

The Kingsmead Healthcare Team

### **Suggestions for MURALS**

The Practice is looking for creative ideas for wall murals from professional artists in order to liven up the two waiting areas. We are looking for suggestions of wall art which promote serenity and the values which the NHS stands for – empathy, compassion, respect and dignity, and promoting family values, nature and the environment. If you are a professional artist and wish to get involved, or know someone who may, please contact Mrs. Mary Milner on 020 8985 1930. We thank you in advance for your efforts.

### **Booster Polio Vaccination**

Patients 1-3yrs and 4 months and 3years 5 months to less than 10 years are now being booked in for the booster polio vaccination.

Since February this year, **sewage samples were found to contain the Type II Polio virus** in North London which means that the virus is spreading between people. London boroughs have lower than national average vaccination rates which is a likely causative factor.

The aim of giving an extra Polio vaccine is to boost your child's protection, starting with the geographical areas in London where the virus has been detected. By boosting the immunity in those who are already vaccinated, this should reduce the risk of the virus continuing to spread.

If you would like to discuss this with one of our professionals further, please get in touch via reception to book an appointment with the Practice Nurse. To help this accelerated booster

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campaign, **we have offering appointments throughout our opening hours, Monday to Friday.** We have already sent a reminder text to parents of all eligible children.

## **Covid Vaccinations**

As clinicians, we encourage all eligible patients to get vaccinated but ultimately, it is your decision. [Should I have the COVID vaccine?](#) It is very important to ensure that you get vaccinated against Covid 19 if you have not already done so, especially with the emergence of new, more virile strains. This will protect yourself, your family and the wider community in the forthcoming months when seasonal flu will also be a factor to consider.

## **Covid Vaccination Clinics at Kingsmead**

We are pleased to update you about our forthcoming Covid vaccination clinics which are taking place from the 28<sup>th</sup> of this month. Please book your appointment with a member of our reception team:-

Wednesday	28.09.2022	10.00 AM to 1.00 PM	Practice Nurse - GP clinic
Wednesday	05.10.2022	10.00 AM to 1.00 PM	Practice Nurse - GP clinic
Wednesday	12.10.2022	10.00 AM to 1.00 PM	Practice Nurse - GP clinic
Wednesday	19.10.2022	10.00 AM to 1.00 PM	Practice Nurse - GP clinic
Wednesday	26.10.2022	10.00 AM to 1.00 PM	Practice Nurse - GP clinic
Wednesday	02.11.2022	10.00 AM to 1.00 PM	Practice Nurse - GP clinic
Wednesday	09.11.2022	10.00 AM to 1.00 PM	Practice Nurse - GP clinic
Wednesday	16.11.2022	10.00 AM to 1.00 PM	Practice Nurse - GP clinic
Wednesday	23.11.2022	10.00 AM to 1.00 PM	Practice Nurse - GP clinic
Wednesday	30.11.2022	10.00 AM to 1.00 PM	Practice Nurse - GP clinic

## **Covid Vaccinations Administered Overseas**

Please be advised that if your Covid 19 vaccinations were administered overseas and you would like the details added to your NHS record, please call Homerton Hospital on 0208-510-5555 to arrange for the information to be added.

## **Flu Clinics at Kingsmead**

We will also be offering flu vaccinations to our patients from the end of September. Please call the reception team to book your appointment.

A question many patients ask is whether you can have the **flu and Covid vaccinations administered at the same time.** The general advice is that it is perfectly fine to do so, but please feel free to speak with one of our clinicians if you have any questions about any of the vaccinations that we offer.

## **e-Consult - Easy Access to GP Services**

This new clinical and administrative tool has proved popular. eConsult enables NHS based GP practices to offer online consultations to their patients. This allows patients to submit their

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symptoms or requests to their own GP electronically and offers around the clock NHS self-help information, signposting to services, and a symptom checker. Please be reminded that this is not a channel for jumping the queue to seeking advice or seeing a clinician at your GP Practice but an additional channel. This service will **only be for non-urgent health issues, with a turnaround time of 3-4 working days** as well as making requests for reports, access to records and so forth.

The service will be accessible through the [Practice website](#). Please [watch this video](#) to get to know more about the service or you may wish to [watch the demo](#).

## **Immunisations**

It is vital that your child is immunised against the various childhood diseases. Please contact the surgery to discuss any queries or concerns and one of the team will be happy to run through the benefits of immunisation for your child.

## **Cervical Smear Testing**

Smear tests should be carried out for female patients routinely. During the screening process, a small sample of cells will be taken from the cervix. The sample will then be screened for certain types of Human Papillomavirus (HPV) which can cause changes to the cells within the cervix. Please book an appointment with a member of the nursing team to arrange for a smear test if you are due or call to discuss further if you have any questions.

## **Request for Medications / Limited Access to Records Online**

Please be aware that you can set up access to check your medical records and medications online. It is a simple process and once established, it can make things easier to manage going forward. Please check the website if you require any further details about this service or ask a local chemist.

## **Appointments and Telephone Bookings**

Your GP Practice reception staff continue to face pressures regarding appointments. However, we continue to provide access to a GP, Nurse or HCA within 48 hours for most requests. You can always book an appointment up to four weeks in advance. At peak times, there are issues with the telephone system in terms of longer waiting times. Clearly, this can cause some patients to be frustrated but our staff will always endeavour to deal with the calls on a priority basis. Your ongoing patience is much appreciated. Our average wait for access to a clinician is [still one of the best](#) in the country. To know more about why GPs are working differently, please [click this link](#).

## **New Look Practice Website**

Our practice website has been updated and is a great source of diverse information about healthcare and the surgery. Please have a look through to see if your query can be addressed via the information online.

## **Updating Contact Details**

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It is important to make the surgery aware if your name, address or telephone number changes in order that we can contact you about your healthcare needs. Please speak to our reception team to update them about any changes.

## **Patient Participation Group (PPG)**

We are recruiting volunteers for our Patient Participation forum. We meet 4 times a year and find this input beneficial for our patients and the Practice. If interested, please contact Mary Milner via reception or by telephone on 020 8985 1930. Alternatively, simply click here to [sign up as a PPG member](#) Patients are welcome to attend PPG meetings, subject to availability of space. The minutes are posted on the Practice website and we encourage all our patients to let us know their views and thoughts via any member of the Practice team, by telephone, or in writing. The next meeting of the Kingsmead PPG is on **14/12/2022** at 13:00-14:00.

## **Recruitment / Retirement**

Leavers: Valerie Gabbidon, Records Summariser

Joiners: Naina Phakey, PCN Pharmacist

Geraldine Miller, Records Summariser

We welcome all our new team members and wish the leavers all the very best for the future.

## **Service Updates**

### **Duty Doctor Service**

Our duty Doctor service operates between 08:00-18:30 Monday to Friday on a rota basis. This service is provided by a nominated GP for urgent consultations, medication queries, enquiries from professionals or anything that needs immediate attention. Access to this service is through the Reception and not a direct access service for patients. It is only for services that require priority attention as decided by clinical staff.

### **A&E Misuse**

Following an increasing number of patients misusing A&E services, we are requesting and advising you not to use A&E services for minor ailments and other non-emergency problems. Attending such services should be a last resort **for emergency use only**. It is not a quick-fix drop in centre and the surgery will be monitoring attendances at A&E. Patients will be warned whenever such a misuse takes place and repeat instances may lead to removal from the Practice list. Please contact the surgery in the first instance if you feel you have a medical problem.

### **Hackney Marshes PCN (Primary Care Networks)**

In order to meet the changing needs of patients throwing a growing as well as aging population, and the increase in the chronic disease complex, including diabetes, heart disease, cancer and mental health, GP practices are working together with community, mental health, social care, pharmacy, hospital and voluntary services in their local areas in groups of practices known as [primary care networks](#) (PCNs). Your GP Practice belongs to the Hackney Marshes PCN (HMPCN)

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and includes Latimer Health Centre, The Lea Surgery, Lower Clapton Health Centre and Athena Medical Centre. Four new services introduced under the auspices of the HMPCN are [First Contact Physiotherapy](#) (every Friday at Kingsmead), clinical Pharmacist, [Health & Wellbeing coach](#) and [Social Prescriber](#). Over the course of time, new services will be introduced which include paramedic, dietitian, mental health practitioners and many more. Over and above a clinician referring a patient, you as a patient can also ask the reception staff or a clinician if you would like to be referred to one of the three services. We will keep you updated as and when new services are introduced.

## **Extended Access Hub**

We now offer an extended access service to patients between the hours of 18:30-20:00 Monday and Tuesday as well as 18:30-20:00 on Wednesday and Friday evenings. This allows us to book in patients from other surgeries but we will always endeavour to book our patients as a priority. Equally, our patients can be booked, depending on availability and patient preference, to see GPs in many other Practices. **Extended Access is now available at several surgeries 7 days a week. Please book through your GP Reception.**

## **Turkish Advocate**

Pandemiden ötürü ara vermiş olduğumuz yüz yüze Türkçe Sağlık Danışmanlığı servisimiz, 18 Mart 2022 Cuma gününden itibaren tekrar başlayacaktır. Covid öncesi olduğu gibi randevularınızı Cuma sabahları saat 8-9 arası, mahalle doktorunuzu arayarak yaptırabilirsiniz.

Our face-to-face Turkish Health Advocacy Service has resumed for every Friday morning (9.00 AM 0 12 Noon) and you can book your appointments by calling the surgery between 8-9am on Fridays.

## **Treatment Waiting Times for Secondary Care**

NHS England and NHS Improvement's Planned Care Digital Platform went live on Thursday 24 February, and gives people waiting for a hospital appointment, operation or treatment direct access to the latest wait-time information and support. Anyone waiting for a hospital appointment, operation or treatment, can now access the NHS My Planned Care Patient Digital Platform (please visit the website of the hospital where you are waiting for treatment in order to access this data) which gives them direct access to the latest average waiting time information for their trust, as well as helpful advice and support whilst they wait.

Updated weekly, the site is easy-to-use and is 'open-access' so their carer, friends, relatives, and can NHS team can also access this information.

We encourage people to look at this site where they may find the information they need before contacting their GP or hospital for an update about any elective procedures they are waiting for. As well as wait time information, the platform also includes helpful details about how to manage pain, mental health, keeping healthy and accessing financial help and other local support whilst

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they wait. It can also help people to prepare for their appointment/operation, including how to make a plan for their care and treatment alongside their healthcare professional.

Typical questions and answers for relevant patients:

**Q. I've had a look at the waiting times for my specialty – does that mean that my appointment will be in xx weeks' time?**

The My Planned Care platform aims to give helpful advice for people who are waiting for treatment – to help them manage their condition while they wait. The wait time information shared is the average waiting time for the specialty. This means that some people will be seen sooner, some will need to wait a bit longer.

You will receive a letter directly from the clinical team about the date and time of your procedure. If you haven't received your appointment letter from the hospital yet, please bear with us them—we know the hospital team is dealing with a high volume of patients at the moment.

**Q. I've had a letter advising me to look at the My planned care website, which says that the average waiting time is xxx for my specialty – does that mean that my appointment is in xx weeks' time?**

You will have been sent the letter by the hospital, so that you can go and check what the average waiting time is for treatment and to provide some helpful advice on managing your condition while you wait.

If you haven't yet had an appointment for your treatment, you should receive a separate letter from the hospital with details of the date and time.

**Q. I've got a query about the advice I've seen online for my condition – who can I speak to? You need to speak to the clinical team at the hospital who are responsible for your care.**

There should be a telephone number on the hospital's My Planned Care webpage for more information.

**Q. I'm not happy about how long I've got to wait, why can't I be seen any sooner?**

We know that hospital teams are working hard to deal with the backlog of patients waiting that has built up over the past couple of years and to treat people as quickly as possible. The information that's shared on the My Planned Care platform aims to provide helpful details about how to manage your condition, mental health, keeping healthy and accessing financial help and other local support whilst you wait. If you feel that your condition is deteriorating, please let us know.

## **Financial Support available to patients**

Please find enclosed information from my Ross Hatful about financial support for those experiencing hardship due to the cost of living crisis with details of how to apply for it.

Everyone who pays Council Tax in Bands A-D is eligible to receive **£150** cash, with those on Council Tax Reduction entitled to **£180**

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Residents in Council Tax bands E- H in receipt of Council Tax Reduction can receive **£150**

Pensioners on Council Tax Reduction will get an extra £75.00 - meaning they could get up to **£255**

While residents who pay their Council Tax by Direct Debit get the money automatically, everyone else has to apply for the cash at <https://hackney.gov.uk/ct-rebate>.

We know a lot of Hackney residents are struggling financially, so we really don't want anyone to miss out because they didn't know about the rebate, or how to apply. **The funding isn't available forever, so we're encouraging everyone to apply ASAP.** To date about 50% of residents have still not applied, and could miss out even though it takes less than 5 minutes to apply for the cash, with payments going direct to residents bank accounts.

During the next few weeks, we are therefore asking everyone who comes into contact with Hackney residents to promote the council tax rebate scheme.

[This short video](#) talks you through what steps our residents need to do to get it. You can also find all this information on [this webpage](#).

Where residents are struggling or do not have digital access if they phone **0208 356 3111** Monday to Friday 10am to 4pm our officers are happy to assist take applications over the phone

If you have any questions, please contact [Ross Hatfull](#) at [Ross.hatfull@hackney.gov.uk](mailto:Ross.hatfull@hackney.gov.uk)

## **BE KIND & POLITE: NO NEED for Abusive & Aggressive Behaviour from Patients**

We're aware patients may have experienced longer wait times on the phone or for their appointment, but we are working hard to ensure you receive the right treatment from the right person at the right time. We have increased the number of telephone and online appointments available, so our patients don't always have to come to the practice. We also employ a range of highly trained staff, including doctors, nurses, pharmacists and healthcare assistants who are able to deal with a range of medical conditions, which will help patients get treated sooner. Whether your appointment is over the telephone, via an online video consultation, or face-to-face, our patients will always receive the same high quality standard of care from our practice team.

**Please be patient and courteous as our clinicians and staff are working very hard to ensure all your needs are met. Thank you for your patience and support.**

Kingsmead Medical Centre adopts a zero tolerance stance regarding any abuse or threatening, aggressive behaviour towards our staff and clinicians. Abuse may result in being reported to the police and being removed from the list.

## **PLEASE DO NOT ARRIVE MORE THAN 10 MINUTES BEFORE YOUR APPOINTMENT.**

Some patients with face-to-face appointments are coming too early to the surgery, sometimes half an-hour before. Due to COVID restrictions, we have a strict policy in place to control patient flow in and out of the surgery. **Please do not use the buzzer to alert staff to be let in more than ten minutes before your appointment time.**