



# The Kingsmead Beat

## Patient Newsletter

For the community we serve

July 2022

Dear Patients,

I hope this newsletter finds you well. Although the NHS continues to be under tremendous strain and patients should continue to do their utmost to use services judiciously, we are back to normal operations, with an extended range of access. You can now contact us online and request clinical appointments via telephone, face-to-face or via video conference.

This quarterly newsletter is to highlight some of the main goings-on at your GP Practice as well as those expected to happen in the coming months.

With All our Warmest Wishes,

The Kingsmead Healthcare Team

### Mental Health Awareness Week

Mental Health Awareness Week is an annual event where there is an opportunity for the whole of the UK to focus on achieving good mental health. It is open to everyone and is all about starting conversations about mental health and the things in our daily lives that can affect it.

### [Mental Health Awareness Week 2022](#)

If you would like to discuss this with one of our professionals further, please get in touch via reception to book an appointment with one of our team.

### eConsult - Important Notice Regarding New Channel to Access GP Services

This new clinical and administrative online service is proving to be popular with our patients. This allows patients to submit their 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 on.

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](#).

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## **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.

## **Patient Satisfaction Survey**

The Practice Team would like to thank all its patients for their ongoing support. The results of a sample of the population were delightfully positive and we hope to continue serving your clinical needs to the best of our ability.



Kingsmead PPS  
Results 2021-22 Pub

## **Appointments and Telephone Bookings**

We continue to provide access to a GP, Nurse or HCA within 48 hours. 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](#).

We are also in the process of replacing our telephone system with an iCloud-based one, which will become operational at the start of September 2022. We hope they will reduce waiting times to improve access further.

## **Covid 19 Vaccinations**

As clinicians, we encourage all eligible patients to get vaccinated but ultimately, it is your decision. [Should I have the COVID vaccine?](#)

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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 the new, more virile Omicron variant. This will protect yourself, your family and the wider community in the forthcoming months when seasonal flu will also be a factor to consider. [Booking your vaccine](#) is very easy and there are plenty of walk-in centres.

From September, all patients over the age of 50 will become eligible to receive a winter COVID booster vaccine. Kingsmead surgery is an accredited COVID vaccination centre and we encourage all eligible patients to attend our COVID clinics in the winter to receive their influenza and COVID vaccine together. We will be in touch with the details sometime in early September.

## **Current Covid recommendations**

We still request handwashing on entry, wearing of a mask or face shield whilst on the premises (unless exempt) and social distancing in the waiting rooms.

## **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. We will soon be adding eConsult to our [website](#).

You will continue to receive information and updates on important issues in the context of your GP Practice. At times, we have had to send updates several times a month but this is done to ensure you are kept abreast of what is currently going on at surgery level. Please bear with us as this is in the larger interest of the Kingsmead patient community.

## **Updating Contact Details**

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 **14/09/2022** and **14/12/2022** at 13:00-14:00.

## **Invisible Disabilities Forum**

On 14 September, we will be hosting our first PPG led patient forum. Our current patients in the PPG have decided that they would like to have a discussion with other patients in the community about invisible disabilities or conditions that are not well understood or easily diagnosed. The purpose of this forum is to bring forward any useful information from a patient perspective to bring about better outcomes for patients who feel they do not fit into a category that can easily

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be treated. If interested, please contact Mary Milner via reception or by telephone on 020 8985 1930.

## **Recruitment / Retirement**

Leavers: Zainab Ejaz, Health and Wellbeing Coach

Sonny Driver, First Contact Physiotherapist

Joiners: Teresa Buckland, Social Prescriber

Emma Borthwick, Vocational Rehab Occupational Therapist

Silvana Nicholls, Health and Wellbeing Coach

William Stephens, First Contact Physiotherapist

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, general 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) 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 (every Thursday & Friday), [Health & Wellbeing coach](#) (every Wednesday) and [Social Prescriber](#) (every Wednesday). 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

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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.

## **Social Prescriber**

Teresa Buckland is available on Wednesday each week and offers either face to face or telephone consultations. She can help patients with:-

Mild to moderate mental health problems

Social isolation

Social problems

Long term conditions

Frequent attenders to GP surgery or A&E

Anyone who wants to engage in non-clinical activities

Benefits advice

Teresa will conduct an in-depth needs assessment and then facilitate active participation in local, community based activities and links to services.

## **Vocational Rehab Occupational Therapist**

Emma Borthwick is available for sessions each Wednesday morning starting soon. Emma can help support individuals 18 plus with physical and mental health problems and assist them in returning to work by offering advice and guidance to prevent the need to take time away from work. She can support individuals to improve their experience of health in the workplace, promote self-management of conditions and reduce the number of sick leave or 'fit for work' notes. Emma can also help with workplace adaptations and liaison with the patient's employer (if agreed by the patient). She can also arranged personalised work support plans.

The service will be available very soon to patients with common mental health problems or musculoskeletal conditions who are in employment and received 'not fit' fit note or have had a fit note in the past three months or for those who are receiving work-related support.

For more information, or to book an appointment, please contact the Reception Team on 020 8985 1930.

## **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 in these hours.

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## **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, which we took a break from due to the pandemic, resumed on Friday, 18 March 2022. You can book your appointments by calling the surgery between 8-9am on Fridays.

## **Playbus Sessions**

Some all ability bike sessions will be taking place over at the Cycle Hub and the sessions will take place on 15, 22 and 29 August between 2:30 and 4:30.

Bikeworks will be bringing various bikes, suitable for people with all sorts of mobility and disability issues and they will also bring out their Cycle Taxi which some patients may be interested in. See link for further details:-

<https://www.bikeworks.org.uk/cycle-taxi-service/>

## **Self-Help Care**

The aim of self-care is to empower patients as individuals to take responsibility of their own health. By encouraging self-care, we aim to inspire healthy behaviours, prevent ill-health, help the NHS save money and free up resources on other areas of the NHS. Visiting your local pharmacist is a great way to practice self-care. By managing minor health needs through self-care, it will help to ease the pressure on the NHS. Self-care means looking after yourself in a healthy way, whether it is brushing your teeth, taking medicine when you have hay fever or doing some exercise. If you have a long-term condition, self-care is about understanding that condition and how to live with it. This year's Self-Care Week took place from November 15-21 (2021).

Please visit our website to access a vast variety of information on how to look after many of the common conditions. [A Patient's Guide to Self-Help](#)

## **Hackney Playstreets**

Hackney Play Association are currently promoting more outdoor play to enhance children's physical and mental wellbeing in the wake of childhood obesity and mental health concerns following the pandemic.

Hosting a playstreet benefits the entire community by bringing neighbours together and creating new bonds.

Please click the link for further details:- <https://www.hackneyplay.org/playstreets/home/>



## **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 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.

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## **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.

## **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.**