

SMC News Update

SMC Update – August 2020

Salaried GP's

From the beginning of August 2020 we are really pleased to announce that we will have two more female Salaried GP's Dr Haritha Kandala & Dr Radika Patel who will be joining Dr Nicola Rattan.

Dr Kandala has a special interest in Womens Health, Child Health and Dermatology, and will be working at SMC 3 days a week.

Dr Patel has for the last year been with us as a ST3, while she completed her final year of training, so we warmly welcome Dr Patel as a newly qualified GP.

Trainee's (Registrars)

Dr Priya Patel is our current ST3 – Priya joined us at the beginning of August 2020 to complete her final year of training, some of our patients might remember Priya as she was with us for 4 months from April 2019.

Dr Hayan Butt is our FY2 – Hayan is joining us from the beginning of August for a 4 month placement, Hayan has been in Hospital environments, but this is his first experience of general practice.

PCN (Primary Care Network Updates)

New Services for our patient's

First Contact Physio – FCP

As part of the PCN we now have first contact physiotherapists joining us, they will be with us on a Monday & Thursday. FCP will be the first point of contact for patients who ring in with musculoskeletal pain.

Our reception team will if the patient fits the eligibility referral criteria specified by the FCP be able to directly book the patient into an initial telephone triage/assessment slot.

Initial contact from the FCP will be by telephone, they will be able to assess and offer treatment or onward referral if it is needed, the aim is that this will reduce some of the pressure from the GP's enabling them to see more acute problems.

Clinical Pharmacist

We welcomed our Clinical Pharmacist Ms Purvi Shah, she is a highly qualified pharmacist. As part of her role, she will contact patients via telephone contact for their Asthma reviews, medication reviews and

any general medication query. Purvi will also be supporting the clinicians with managing prescribing changes as required by our CCG to ensure that as a Surgery we are fully compliant with any regulation changes.

Social Prescriber

Our Social Prescriber has been working with us now for just over 5 months, and has been a fantastic support across the PCN, she has played an extensive role in helping the surgery to support vulnerable/housebound patients during the early stages of Lockdown, and she continues to that vital support our patients in the community.

PCN Manager

As the PCN develops the need to have a full time manager is increasing, so we are pleased to have been able to appoint a PCN Manager – Sonia Weller who will be starting with our PCN from the 1st September. One of the main focuses for our new PCN Manager will be to steer us all through the evolving changes within Primary Care, enabling us as being part of the PCN to be able to offer more services to our patients.

Whilst you know that our Front Doors currently remain closed, we have never stopped consulting with our patients, using a mix of telephone & video calls, which have been embraced by the majority of our patients.

As time is moving forward our clinical teams have noticed an increase in the volume of patients who are needing follow up face 2 face assessments, which we are managing to offer as safely as we possibly can, within the 'hot'segregated area on the Ground Floor. Due to the changes above we are constantly looking at alternative ways to offer appointments to our patients.

During lockdown, patients using our online services were then able to use a service called E-Consult, this is an electronic way that patients can either request Fit notes, or if they have a medical query that is not urgent they can complete the form and it will be looked at by a clinician and dealt with in the appropriate way.

We also wherever possible sent information back to the patient electronically.

Using software called Accurx – this enabled the clinicians after completing either a telephone or video call with a patient, request the patient to send a photo direct to the clinical record, this in a lot of cases negated the need for F2F visit.

The changes that the practice have had to introduce has been a massive balancing act to ensure not only that we continue to provide the care that our patients need, but we have also had to ensure we maintain the safety and welfare of all the staff at the surgery.

Flu season is now with us, we have had several meetings to work out what we feel is a safe way to vaccinate our patients, as this is happening during COVID, with all the social distancing and PPE challenges we have (and are still having to) overcome are immense. Due to limited notification of when and what quantity of vaccines we will receive has meant that we have not been in a position to promote this to our patients yet. Information is on our website and our flu programme is planned to start at the end of September 2020.