



Woodlands Health Centre

Special Covid-19 Edition

Spring 2020 issue

NO FULL PPE, NO PATIENTS, NO IF'S, NO BUTS

YOU DON'T RECOGNISE YOUR NURSE?

OPENING THE DOORS FOR NEWBORNS

During these tough times, little victories have a massive impact. We have been fortunate enough at Woodlands HC to experience the little victory that massively affected many. It is with great joy that we inform all of our patients that in the last fortnight, we have been able to open our doors for the Immunisations of all our newborn patients.

One of our patients, a new mum who got an appointment last week says "I was extremely worried and prior to giving birth had spent days and so many nights doing research on the vaccines. I had decided that my daughter would definitely be immunised. Only for everything to come to a halt once she was here". The patient went on to thank the staff who had got back in contact with her, and to her surprise had an appointment date for her newborn princess.



pictured from left to right: Nurse Hope Emonena, Malana Hart, Nurse Patricia Tejan.

SHE HAS IT, THEY HAVE IT, WE DON'T KNOW WHO HAS IT!

Face-to-Face appointments definitely look different but our exceptional levels of care are the same.

In order to open our doors again we had to ensure that both patients and staff were fully protected. This meant having all the correct personal protective equipment (PPE) for ALL clinicians and staff.

Nationally, sourcing this equipment has been extremely difficult. The lack of PPE is one of the most significant problems effecting most sectors worldwide. As I'm sure you are aware many surgeries are still closed because of this.

Woodlands HC put in a lot of time and energy, as our main focus is patient care level and patient health, the partners were determined to find sources to get PPE in order to continue to deliver an exceptional service. They enquired, made orders, asked favours and a few weeks later were very proud to announce that our doors were opened.

Our Nurses are wearing FULL PPE at all times when with a patient. So you may not notice Nurse Hope's kind smile under her mask or Nurse Patricia's beautiful eye-shadow behind her goggles.

As well as staff looking different, patients must do the same too in order to come to the surgery so we can maintain a safe environment. Recently when patients attend we give them masks and gloves to put on. We'd like to thank everyone for continuing to work with us during this time.

WELL WHAT HAS CHANGED?

Is an "unknown number" calling you? Pick up, it could be us!

Dr's, Nurses and staff are calling hundreds of patients on a daily basis.

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COVID-19

WHAT IS COVID-19

Coronavirus is a type of virus. Typical symptoms include fever and a cough that may progress to severe pneumonia causing breathing difficulties.

Coronavirus can cause more severe symptoms in people with weakened immune systems, older people and those with pre-existing health conditions.

People who are high risk are being asked to isolate at home for 12 weeks to protect themselves. A measure called shielding.

If you are high risk, you MUST be shielding.

Any patients at greater risk, please ensure you are keeping up to date with all health checks.

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Consultations are now only being held over the telephone, and video call. The Doctor will call you, so there is no need to come in.

Clinicians are also regularly checking on all co-morbidity patients and patients who are vulnerable, giving advice and offering words of comfort. Once a patient is confirmed Covid-19 positive clinicians stay in constant communication with either the patient or a family member up until their recovery.

The undeniable care has not gone unnoticed, a patient who tested positive for Covid-19, now doing extremely well says "I would not have survived had it not been for the consistent contact from the staff here. From the 1st day of difficulty breathing, the Doctor dropped me medication, to the 5th day when I had the video call appointment that got me to the hospital. During my 5 day hospital stay and the week after, I received regular calls from the Doctor until I finally recovered and I was able to thank them."

There have been and will continue to be weekly clinical meetings in which Covid-19 is a main topic.

COVID-19 & BAME

Emerging evidence suggests that there is a disproportionate impact on people who are from the black, asian and minority ethnic communities.

More than 1/3rd of people who are critically ill in hospital with the virus are from these backgrounds but only 14% of people in England and Wales are from ethnic minorities (2011 census). The intensive care National Audit found 34% of 4,800 critically ill patients identified as black, asian, or ethnic minority.

NHS England said up until April 17th 2020, 16.2% of Covid-19 deaths involved BAME people. The disproportionate numbers also reflect through the death of clinicians from the virus. NHS England recommended that health trusts assess BAME workers as "at potentially greater risk". 60% of all NHS workers who have died with Covid-19 identify as BAME.

The UK government announced a review to find out why this disproportion exists. Dr Zubaida Haque, Deputy Director of the Race equality think tank Runnymede trust said ethnic minority communities were over-represented among families living in poverty and over-crowded households. "They are also more likely to be in low-paid jobs or key workers; crucial transport, delivery staff, health care assistants, hospital cleaners, adult social care workers as well as in the NHS.

all of which bring them into more contact with the virus thus increasing their risk of illness or death."

Cultural factors like language barriers, for people who can not speak english, can have a big impact on the treatment received. As we know family members are not allowed in hospitals. So who translates? Underlying health conditions like diabetes, hypertension and cardiovascular diseases could also be a factor. Certain ethnic groups have higher rates of these co-morbidities so may be at increased risk.

NHS FRIENDS & FAMILY TEST RESULTS

March 2020: 82% of patients would recommend our services to friends and family.

February 2020: 86% of patients would recommend our services

January 2020: 80% of patients would recommend our services.

Please fill out our questionnaire when you come to the surgery or leave a review at <https://www.nhs.uk/Services/GP/LeaveReview/DefaultView.aspx?id=44865>.

We want to hear your voices!

PATIENT PARTICIPATION GROUP (PPG) NEEDS YOU !

PPG's are based on cooperation between the practice staff and patients. Its purposes are;

- To give practice staff and patients the opportunity to discuss topics of mutual interest in their own practice.
- A forum for patients and staff to improve and develop services within the practice by co-production.
- To provide an opportunity for patients to make positive and constructive suggestions/ideas about the practice and specific medical

conditions as an 'expert' or 'experienced patient'.

- To encourage health education activities within the practice.
- To involve further patients from the wider population.

We meet every 3 months and we are striving to have a PPG that is representative of our practice population. Find out more about us on our website at www.woodlandshealth.co.uk/patient-participation-group

To join please fill out our online application form or speak with one of the reception team.

DID NOT ATTEND (DNA's)

KEEP IT or CANCEL IT

If you do not attend your appointment you are stopping those who need an appointment from getting one. If you are **not** going to attend an appointment please cancel it at least 24 hours to enable the practice to offer to someone else.

Total wasted appointments in February 2020: 276

These wasted appointments were not canceled in advance, therefore could not be offered to another patient. Please remember this the next time you are unable to get an appointment. Missed appointments cause a strain to Woodlands Health Centre and the NHS

REPEAT PRESCRIPTIONS

Whilst there are various online booking services provided by the NHS, Woodlands HC's preference is Patient Access.

Patient Access is a 24 hour online service, amongst its many services it allows you to request your repeat prescription!

You can log on to Patient Access online on www.patientaccess.com or through the App on your smartphone.

Please remember to allow 48 hours when ordering your repeat prescriptions.

ACCESSING APPOINTMENTS DURING COVID-19 PERIOD

Appointments are Telephone only! The DR will call YOU.

Due to the current Covid-19 situation our doors are currently shut to ALL patients except for appointment only baby imms and post-natal clinics. Appointments can be made by:

1. Online Booking (Patient Access link) - This ENSURES you beat the queues on the phone.

GP appointments are released for the month so please be sure to check the app at all times.

Please take care to ensure you book with the right Clinician. If you are unsure, call the reception team who will be happy to help!

2. By phone - please call the surgery on 0208698664 from 8am.

Please be advised that there can be a long wait time on the phone as there are many people calling.

If you are a patient who calls with Covid-19 symptoms, an appointment is given to you with one of the clinicians, who will stay in contact with you.

For the time being NHS England has suspended the carrying out of cervical smear test. We will inform you once this recommences.

CAN YOU HELP?

Woodlands Health Centre has sourced PPE from well-wishers of the surgery.

That is why we are able to open our doors.

As you know getting equipment is not as easy as it was before.

If you are able to help us with overall suits, visors, goggles or any PPE please get in touch with the practice manager on 02086946666.

YOU ARE NOT ALONE!

Since isolation has begun there have been major actions taken by the government, hotels and specialist services to ensure services that support victims are still operational. **The household isolation as a result of coronavirus does not apply if you need to leave your home to escape domestic abuse.** Anyone in immediate danger should dial 999 and 55 if you can not talk.

The Home Secretary Priti Patel addressed the nation after shocking statistics were revealed that there was an 120% increase in calls to the national domestic abuse helpline within 24hrs.

The UK's largest domestic abuse charity, Refuge, has reported a 700% increase in calls to its helpline in a single day. While a separate helpline for perpetrators of domestic abuse seeking help to change their behavior received 25% more calls after the start of the Covid-19 lockdown.

Our Doctors are aware of the increase in Mental Health and Domestic Violence since self-isolation began. If you are struggling with your mental health, experiencing domestic violence or need emotional support, you are not alone.

As well as speaking with us there are a number of services available which can provide confidential help and support for you.

There are some useful links to resources on our website and also on;

- www.slam.nhs.uk
- www.gov.uk
- www.nhs.uk/service

Below is a list a few services;

Lewisham Athena Service - www.refuge.org.uk - 08001124052.

Womens Aid, www.womensaid.org.uk.

National Domestic Abuse Helpline - www.nationaldahelpline.org.uk - 08082000247.

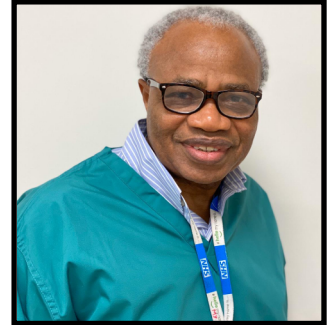
Please remember, we do not want you to suffer in silence or feel alone, you should not hesitate to book an appointment with one of our GP's.

SERVICES AT OUR PRACTICE

- Ante-natal care
- Post-natal clinic
- Sexual Health Consultation
- Contraceptives/Obstetric List
- Diabetes/Asthma/Hypertension Clinic
- Flu Clinic
- Travel Clinic and advice
- Childhood Immunisations
- Cervical Smaer
- Our practice also offers over over 40+ , 75+ health checks and a variety of other health checks and general medicine

THANK YOU NHS!

We are taking a moment to thank all staff at Woodlands Health Centre. Everyone is extremely grateful and appreciates the work being done. Clinicians and staff, thank you for being our Heroes!



pictured from left to right: Dr. Ngozi Uduku, Dr. Mahazu Yisa, Dr. Anja Wilton, Dr. Abena Adjepong

Thank you to ALL NHS STAFF EVERYWHERE and ALL KEY WORKERS.

Many clinicians have been affected or are in critical care, our thoughts are with them.



CQC overall Rating : 'Good'

We are pleased that we have been able to maintain our 5 year 100%

Quality Outcomes Framework; 2019/20 we received 100% on ALL 485 Points

- Phlebotomist for 16+ only, for information on blood tests for children, speak to our reception team
- Nutritionist - Thursdays, Every Fortnight. (appointments must be pre-booked)
- Host and Tun a variety of Health Events that suit our community
- BAME events
- Insurance Reports
- Medical Reports
- Letter requests
- We no longer sign for Passports