

Kingsway Medical Centre Patient Newsletter – July 2020

COVID19

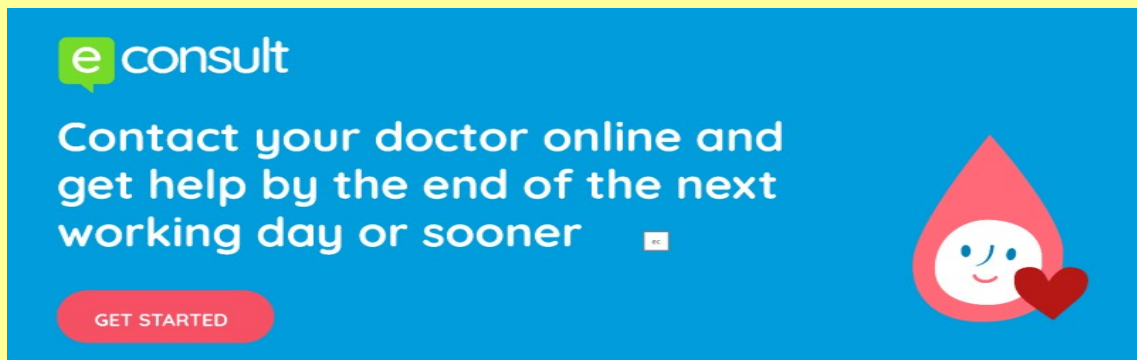
To protect our patients and staff, we are making the following changes:

We are currently offering telephone, video and e.consultations.

Face to face appointments will only be made if the clinician feels it is required.

We ask that patients DO NOT attend the practice unless they have a face-to-face appointment booked (advised by a doctor or nurse), or are handing in a sample to be tested.

Telephone consultations can be booked online via the NHS app or surgery website.



Patients can complete an e.consultation pro forma via the surgery website.

Until further notice we will not have a routine phlebotomy clinic.

Phlebotomy - Interim Phlebotomy Schedule		
Billingham Health Centre	8.00am - 12.15pm 08:00am – 12:00pm 1.00pm - 3.15pm	Mon /Wed Tues / Thurs / Fri Mon / Tues / Wed
Kingsway Medical Centre	Closed due to Covid-19 restrictions	
Abbey Health Centre	Closed due to Covid-19 restrictions	

COVID19 Pandemic

The surgery team have worked hard during the COVID19 pandemic, and have had to quickly learn to use new technology to support video consultations; (you can read more about new ways of working later in this newsletter).

Throughout the lockdown, we have continued to provide telephone, video and online consultations.

The doctors and nurses have to wear the appropriate personal protective equipment (PPE) for all patient contact.

The nursing team realised very quickly this could be a very frightening experience for children; they tried their best to take the fear out of this by making brightly coloured masks to go over their surgical masks, and also displaying a photograph of a teddy bear wearing a facemask in the door for children to see before entering the building.



Social distancing requirements limit the amount of patients that can be in the waiting room at any time. Therefore, we are asking that patients do not attend the practice unless they have an appointment booked for a face-to-face consultation or are dropping off a sample.

The seating has been changed and can only accommodate around 4 – 5 patients at any time. Patients will be encouraged to attend on time, and by themselves although we appreciate sometimes a carer may need to come, or a parent will be bringing a child to an appointment.

A larger screen has been made for our reception desk.



A message from Dr. Longwill

On 2nd January 1991 I turned up for my first day of work in this practice, then based at Queensway Health Centre in Billingham. Dr. Rishworth had retired and I would be working with Dr. Gartner and Dr. Reynolds. That was before computer screens took up space on our desks, when GPs were responsible for out of hours cover, and when some GPs (myself included) would be involved in the care of their patients on the GP Maternity Unit of North Tees.



So much has changed, but I have always found my work interesting, challenging and rewarding.

So, it is with much regret that after nearly thirty years in this practice, I have had to make the decision to retire. For the last few weeks, due to the COVID19 situation, I have been unable to work. It is unlikely that I will return to work before my retirement date, so unfortunately, this is where I will have to say goodbye to the patients I have known.

Many GPs when they retire, stress that it has been their privilege to serve their patients. That holds true for me. My thanks, and my very best wishes to you all.

Dr. Longwill



Peter Ayton, Osteopath Retires

Peter our Osteopath has also retired.

We thank Peter for his long service with the practice and wish him well for his retirement.



Get the DadPad app!



Welcome to the DadPad app download page.

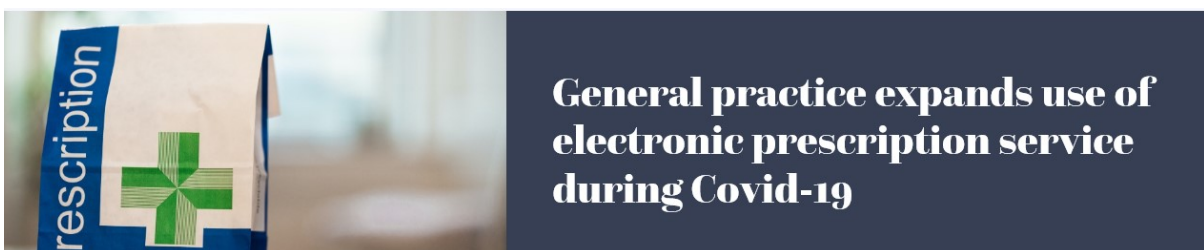
If you are using an **Apple** device, please click on the **App Store** button below.

If you are using an **Android** device, please click on the **Google Play** button.

The new Dad Pad App is a fantastic tool for new and expectant fathers. It offers support both for mental health and emotional wellbeing and has some great tips and advice on the experiences that your new bundle of joy will bring.

It has advice on how to hold, feed, wash, change and bond with your baby and also has information on emergency first aid including easy to follow guidance and pictures. There are links and information to services in our local area.

This App takes the worry out of what to expect and helps you to prepare, it really is worth a look.



At Kingsway, we have increased our electronic prescriptions to an incredible 98%.



Tees Valley Clinical Commissioning Group were keen to hear from GPs and patients regarding new digital ways of working.

Dr. Sinha and a member of our Patient Participation Group commented for the article. You can read the full article below :

HEALTH officials and patients in Tees Valley have praised new ways of working after Coronavirus led to an overnight revolution in digital healthcare.

Facing the risk of Covid-19 infection, GP practices were forced to make sweeping changes to traditional face-to-face consultations and doctors and patients have welcomed many of the new ways. To protect patients and staff, telephone and online video consultations were introduced in all practices to ensure that patients' healthcare needs continued to be met.

NHS Tees Valley Clinical Commissioning Group (CCG) medical director Dr Janet Walker said: "The speed at which the new technology changes have been implemented within GP surgeries has been incredible.

"For patients, being able to make appointments online, not having to take time out of their day to go to the surgery and being able to see a doctor virtually from the comfort of their own home has worked extremely well – and for GPs the experience has also been very positive.

"Of course there are patients who may not have access to technology that allows the use of online services, or video consultations, or for whom telephone consultations are not possible or require additional support because of language or communication difficulties, but looking at the future of GP consultations we need to ensure that we continue to develop digital systems that work for as many people as possible."

All GP practices across the Tees Valley are set up to support patients requesting their repeat prescriptions online. Patients can register for online services at their practice or by using the NHS App. Health advice is available by completing an online eConsult form on practice websites enabling patients to submit an enquiry about their health issues at a time convenient to them.

Dr Rishika Sinha, Kingsway Medical Centre, Billingham, added: "We have received really encouraging comments from patients who see the new GP telephone and video consultations as a very positive way to move forward in the future.

From feedback from our patient participation group we know that the hope is that virtual appointments will continue post-Covid-19.

"This will not only reduce the risk of infection to staff and patients in the GP surgery but will also help release travel time and waiting time for patients."

Flu jobs

Our Flu jobs will start to arrive in September.

We will update our website with information.