


Kingsmead Healthcare



Responsibility, Trust, Compassion

PPG: Pandemic related Operational Changes

Kingsmead PPG: 29.10.2020



Covid-19

A period of change since March 2020

Changes happened very quickly in the NHS, some happened over night!

- Consultations and appointments
- Prescriptions and medications
- Infections control requirements and premises changes
- Clinical services
- Staff


Digital Focus

- General Practice moved to digital first
- Patients advised to access their GP via eConsult
- Increased use of electronic prescribing - 96% of all prescriptions are now sent via EPS
- Patients now only attend the practice if they have been asked to do so



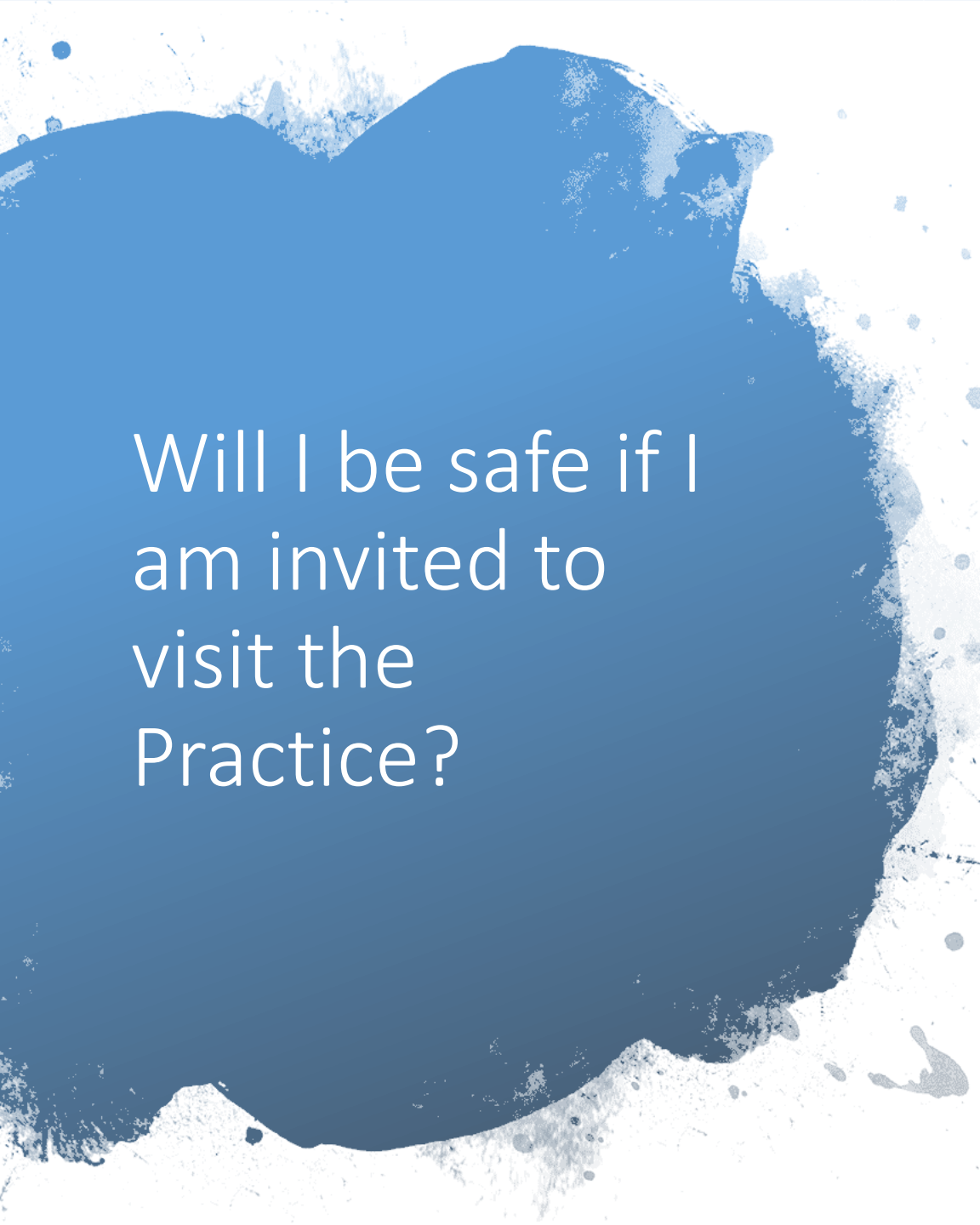
Appointments What is New?

- All on the day appointment requests are managed via eConsult unless it is not appropriate for a patient to do so
- All on the day eConsults are responded to by 2pm
- Video consultations have been introduced
- Premises have been risk assessed and changes implemented to create the most Covid secure environment possible
- Patients have been advised to wear a face covering when they attend unless they are exempt



Covid-19 Protecting our Patients & Staff

- Measures implemented to keep staff and patients safe
- Increases Infection Prevention & Control Measures
- Vulnerable patients contacted by clinicians for review and ensure adequate medicine supplies
- Childhood immunisations and cancer screening now prioritised
- Long Term Condition management continues via remote consulting methods and face to face as necessary



Will I be safe if I
am invited to
visit the
Practice?

Yes you will

We will ensure that social distancing is maintained by regulating the number of patients at the practice and using clear signage

We have robust infection control measures in place for cleaning and hand washing and sanitising

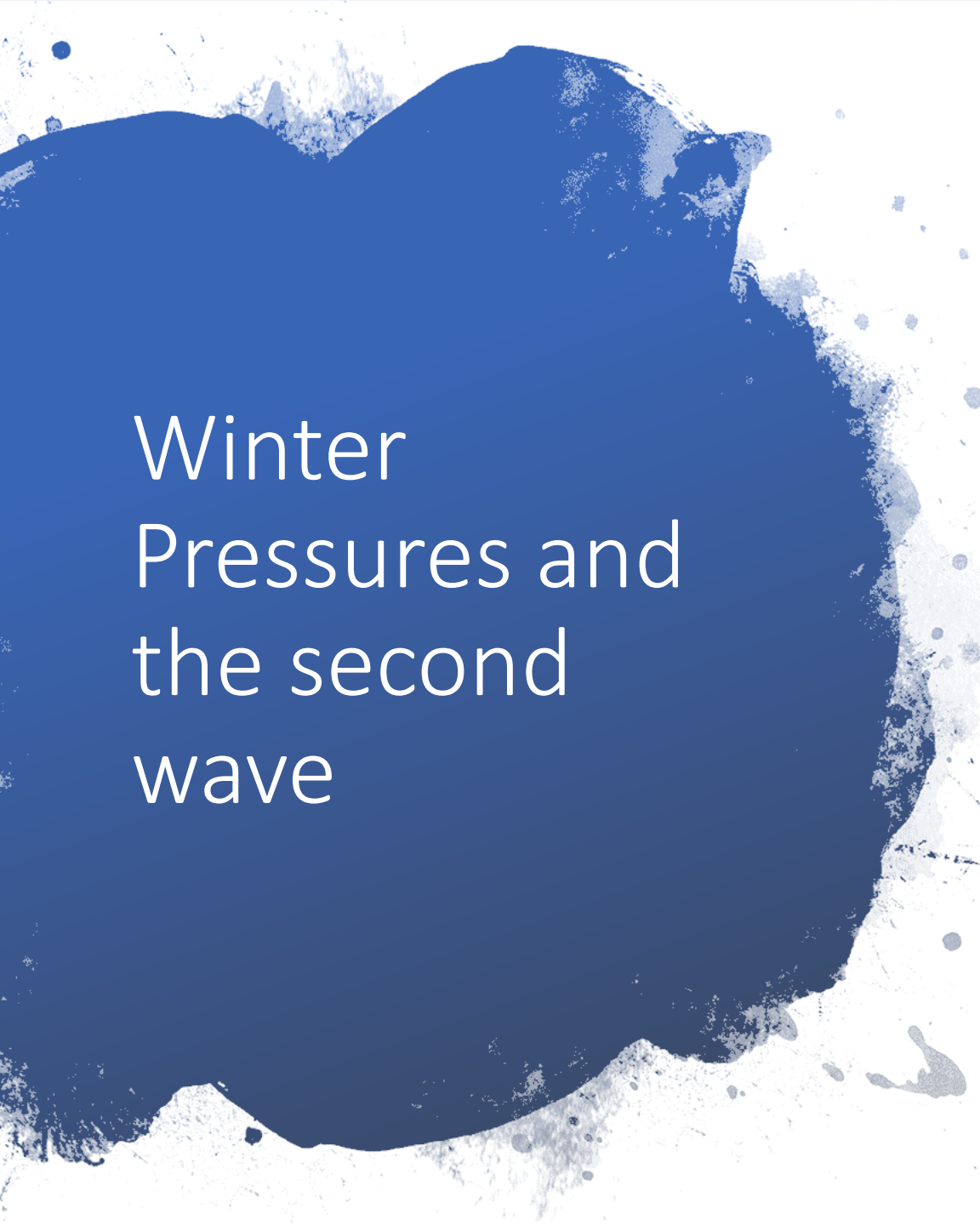
Our staff will be wearing the correct PPE and patients are required to wear face coverings



Stepping-up Services

A number of services experienced reduced provision during Covid-19, these are now being resumed or stepped up to ensure our patients receive the care they need

- Travel Vaccinations
- ECGs
- Medication Reviews
- Cervical Screening
- Long Term Condition Management
- Learning Disability Reviews
- Patient Participation
- Extended Opening Hours



Winter Pressures and the second wave

- We are keeping up to date with government guidance
- We are working with our Primary Care Network to introduce local services
- We are planning for a possible second wave by creating safe pathways for patients



Flu Vaccination Programme

- We are considering new and alternative ways to deliver the flu programme with Covid-19
- We will invite all eligible patients to come and have a flu vaccination
- We will arrange home visits for those who are housebound
- Once you receive your invite you can make your appointment online or telephone the surgery to book an appointment
- We will ask you to attend alone to help us maintain social distancing



Any Questions?