



The Kingsmead Beat

Patient Newsletter

For the community we serve

February 2022

Dear Patients,

I hope this newsletter finds you well and we trust that you are generally adjusting to the changes that the Covid Pandemic has brought about. It has irrevocably changed many aspects of the NHS, including General Practice. The NHS continues to be under tremendous strain and patients should continue to do their utmost to use services judiciously. This newsletter is to brief you on what has changed with regards to access and services at your GP Practice as well as those expected to happen in the coming months.

We are trying our very best, even ahead of the national schedule, to return to 'normality'. However, inevitably, this is going to be a 'new' normal, where, on a positive note, we hope to provide you with a greater range of access and services in 2022.

With All our Warmest Wishes,

The Kingsmead Healthcare Team

Annual Reviews

Patients who are due for their annual review will receive calls from the surgery within the next two months. Please cooperate with the team to ensure that we can get everything up-to-date on your patient records.

e-Consult - Important Notice Regarding New Channel to Access GP Services

From February 2022, we will be introducing, in phases, a new system of triaging and accessing Practice services – both clinical and administrative. eConsult enables NHS based GP practices to offer online consultations to their 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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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

We will be conducting our Patient Satisfaction Survey throughout February and March to establish how we can further improve our services. A copy of the questionnaire can be obtained from reception or can be downloaded from the practice website. This can also be emailed to patients on request. Patients attending the practice for appointments will be asked to complete this and the results will be published in the May '22 edition.

Appointments and Telephone Bookings

COVID restrictions mean that your GP Practice reception staff continue to face pressures regarding appointments. However, 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](#).

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?](#)

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.

Current Covid rules

New rules are set to come in from 10 December 2021 – known as [Plan B](#). **Relaxing of rules do not apply in GP primary care settings** – Handwashing on entry, wearing of mask at all times whilst on the premises (unless exempt) and social distancing in the waiting rooms are still required.

Flu Vaccination Clinics

The flu season is over but patients can still have the flu vaccination administered at any pharmacy in the local area.

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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 **14/12/2021** and **16/02/2022** at 13:00-14:00.

Recruitment / Retirement

Leavers: Dr. Anchal Chopra-Chhabra GP
 Dr Clare Ly, Trainee GP

Joiners: Miss Pearlina Mason, Receptionist
 Zainab Ejaz, Health and Wellbeing Coach
 Aniqa Tahsin, Clinical Pharmacist

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.

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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, [Health & Wellbeing coach](#) and [Social Prescriber](#). 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 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.

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.

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](#)

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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/>

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.**