

# Jubilee Surgery Patient Participation Group (PPG) Newsletter

September 2020

Dear Friends

The PPG has been busier than ever supporting patients to access healthcare during this Covid Pandemic. We have been unable to have face to face meetings with the PPG Team or staff at the surgery, but we have been keeping in touch and up to date via phone and virtual meetings.

Whilst we can no longer make home visits to help patients learn about online services, we have still been supporting by phone and will continue to do so.

We have been keeping patients up to date with important health campaigns via email and social media, if you have email, or use Facebook, Twitter or Instagram, please let us know and we can tell you how to start to receive these communications.

NHS England has provided guidance about how our surgery is able to function in order to keep staff and patients as safe as possible. Below you will find a “Frequently asked questions” article we asked the surgery to write to help us all to understand.

Patients with particular Health conditions and those over 65 years of age will be receiving invitations for their flu jabs. Letters are being sent out over the next few weeks. The vaccinations will be

undertaken in a “drive through” system using the car park at Fareham Community Hospital. Patients without access to transport will be invited to phone to make an appointment at the surgery. The “Drive Flu” clinics will be taking place at weekends. This is a super way to vaccinate the largest number of patients away from the surgery premises. Enclosed with this letter is the “flyer” about the flu arrangements.

A number of patients have expressed dissatisfaction about the phone system at Jubilee. The Manager Shaun Austin has responded:

“We are aware some of you have experienced long wait times on the telephone recently and are sorry for any delays in answering your calls; our Reception team are doing their best to answer each call as soon as possible. As part of our COVID19 continuity plan we brought the Reception teams from Highlands, Jubilee and Whiteley surgeries together to create a centralised telephone hub, giving us the ability to manage a 50% drop in staffing capacity that we were told to expect. As lockdown restrictions have eased and the world has returned to the “new normal” we have seen an increase in demand and peak times of activity which has exceeded the capacity of our telephone hub team. We are carrying out data analysis on our telephone system to identify these points in the day in order to address the long waiting times on the telephone. It is important to recognise that on the whole throughout the day calls are dealt with in

a timely manner and the average wait time is 5 minutes 25 seconds; we have 10 Receptionists answering the phone, so whilst your call queue position may seem high it should not take long for your call to be answered.

If your enquiry is non-urgent and you have access to the internet we recommend using our interactive website to submit an enquiry to which you will receive a response within 2 working days. If you require GP advice and have access to the internet you will be asked to complete an econsult as an initial course of action, the GP will assess your case and consult with you in the most appropriate way; this may be via text, telephone, video consultation or in a face to face appointment (for the safety of our patients and staff members we are only inviting patients in to the surgery where absolutely necessary).

Many thanks,

Shaun Austin, Operations Manager, Jubilee Surgery”

### **Frequently Asked Questions:**

#### GP appointments and booking

The way we access GP services has changed. Below are some frequently asked questions that may help you understand these changes:

## **Why can't I walk into my GP practice?**

The coronavirus (Covid-19) pandemic has forced us all to work differently to help slow down the spread of the virus. All healthcare settings are taking special measures to protect you, the public and their staff. GP practices are working as hard as ever, but differently.

Where possible we want to avoid people having to wait inside a waiting room together, as we know this increases the risk of the virus spreading. Like hospitals and dentists, we have also had to change how we offer our services to you.

If you do need to come in, then we can ensure there are a minimal number of people in the practice, we can maintain social distancing and keep patients and staff safe.

## **How do I get an appointment?**

The easiest and most effective method is to use e-Consult through the practice website, or you can telephone when a care navigator will help you to complete an eConsult where necessary. You will then be contacted by a clinician to talk through your symptoms either over the phone, via email, or if needed and you have the available technology, through a video consultation.

## **Why can't I book a face-to-face appointment?**

We have adapted the way in which you can get an appointment quickly and safely. Most patient's health concerns can be managed over the phone or via video consultation. This is why we are providing

you with either an initial phone call or video consultation to decide what would be the best way to help. If we can support you without needing you to come into the practice then we reduce the need for you to travel, and reduce the risk of the virus spreading. If you do need a face-to-face appointment, you will be invited to attend the practice. If we can ensure there are a minimal number of people in the practice, we can maintain social distancing and keep patients and staff safe.

### **What is e-Consult?**

You can access e-Consult via the practice website. It lets patients consult with their own NHS GP online by completing a quick form which is reviewed by the practice.

After reviewing your query, you will then be directed toward the most appropriate help. This might be some advice on self-help, pharmacy advice, an appointment with one of the practice clinical team or another service. Your data is secure at all times – including during a video consultation or telephone call.

### **What if I do not have access to a smartphone or web camera?**

While technology has evolved and supports us all in many different ways in our day-to-day lives, we appreciate not everyone will have access to a smartphone or web camera for a video consultation.

We can still talk to you on your mobile phone or landline.

## **Will I need to wear a face mask if I come into my practice for an appointment?**

To help limit the spread of the virus, we are asking for all patients aged 12 and over to wear a face covering when they come to the practice. This doesn't have to be a face mask, but a cloth covering which covers your mouth and nose while allowing you to breathe comfortably. It can be as simple as a scarf or bandana that ties behind the head. You can find additional information by visiting <https://www.gov.uk/government/publications/how-to-wear-and-make-a-cloth-face-covering/how-to-wear-and-make-a-cloth-face-covering>

## **How do I get a repeat prescription?**

You can request your repeat prescriptions through the practice website or the NHS App. Go to [www.nhs.uk/nhsapp](http://www.nhs.uk/nhsapp) for more information or visit the App Store or Google Play to download it for free and follow the instructions.

We are asking where possible for you to request your repeat prescription electronically by the options listed above. If you are unable to request your prescriptions using the above methods please drop off your request to the practice.

## **How do I see a GP during the evening and weekends?**

For evening and weekend access to GPs please either visit [111.nhs.uk](http://111.nhs.uk) or call NHS 111.

## **What if I am not registered with a GP practice?**

You can call any GP surgery to get emergency treatment for up to 14 days if you are not registered with a GP or are away from home.

Best Wishes

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