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www.kensingtonpartnership.org

March 2021

Patient Participation Group Update

This is the update for March. If the government's plan of easing the phased restrictions go ahead it won't be long before we can start having face to face meetings. In the meantime, if you would like to have a remote get together please let me know we could organise an evening session for a quick catch up.

As you are aware we have been working with the Yorkshire Air Ambulance Charity to set up a programme of activities and here is message from Angela

'It has been a pleasure working with Surji, Naz and Juraj from the PPG.

Our second meeting was held on 4th March.

During the meeting we discussed appropriate questions to be included in the survey , using one of our previous surveys as a template. We feel it is really important to get the views of your patients, ensuring we are putting together a project that will be suitable, wanted and needed. The survey was discussed in length and the group agreed we should use the newsletter to all patients to try and get some responses.

The view of the group was that a 6-week course trialled at one surgery first would be the most appropriate. If successful it would be rolled out to all 4 surgeries with the support of 2 volunteers from the PPG group with the support of the staff and volunteers from Yorkshire Air Ambulance.

The impact of coming out of lockdown was also discussed and the possible implication on take up, as people may still feel nervous about leaving home.

Room hire costs were also discussed and the free room at Morrison's in Gillington along with some others that charge could be considered.

Practice events should start up again later in the year when the course products might be sold or information about future courses shared.

Once the survey has been sent out on the 22nd March, I will monitor the responses, once we have received a good response. A further meeting will be arranged to discuss the results in more detail and to discuss the activities in more detail.'

Here is a link to the survey which you can complete too.

Telephone Issues

Important information: ongoing issues with our GP practice phone lines

We would like to update all our patients on the ongoing issues with the phone lines at our GP practice and thank you for bearing with us as we work hard to get these resolved.

We understand that this may be an extremely frustrating time for patients who are trying to phone our practice.

The main issues we are experiencing with our phone line is that patients are struggling to get through to us, and the phone is system crashing which is resulting in patients being cut off the phone. We are working very closely with our phone providers to get these issues resolved as an urgent priority. However, despite trying several fixes, the sheer volume of phone calls we receive on a daily basis (approximately 1,000 per day) means that these fixes have unfortunately been unable to solve the issues.

We know how frustrating this has been for our patients and we want to reassure you that we are doing everything in our power to resolve this situation. On Wednesday 24 March 2021 a new call centre style phone system will be installed. We hope that once this is in place, our phone lines will be able to operate as usual again, as it is designed to take a much larger volume of calls.

If you are able to go online, please do. You can use our e-consultations service (a short online questionnaire) which can be accessed from our website, and one of our practice team will come back to you within 48 hours. This will save you time and free up phone lines for those who cannot use online services and need to speak to us most urgently. We also provide automatic prescription ordering for our more vulnerable patient groups and have been using video consultations to help our vulnerable and shielding patients.

Unfortunately, due to this situation, our GP practice staff have experienced severe verbal abuse from some patients. Please note that although we do understand that this is a very frustrating time, we will not tolerate abuse towards our staff. The safety of our staff and patients is a priority. Should such abuse continue, we may need to temporarily close the site to make sure our staff and patients feel safe.

If you do wish to raise a complaint, please contact our GP practice by email on b83052.kensingtonstr@nhs.net

In terms of assurance we have kept our local clinical commissioning group (NHS Bradford District and Craven CCG) and the Care Quality Commission (CQC), our regulatory body, informed throughout of all the issues and our actions. Both are happy with the steps we have been taking towards resolving this issue.

Thank you for your patience and bearing with us at this difficult time.

PPG

We have now recruited another new member to the group and his name is Haaris Ajaz. The reason he would like to join the PPG is

'Simply because I want to help people'

Patient Engagement

Patient Engagement work is crucial to ensure the smooth running of the Kensington Partnership. The patients are valuable partners in this work. Together we want to ensure that there is improvement in service and that there are preventative measures in place to keep people healthy and happy.

As my role as a Patient engagement I have been contacting:

- New parents to congratulate them on the birth of their babies
- Families who have lost a member of their family – offering them support and referrals to other agencies
- People who are unsure of the vaccine

This work enables me to make personal connection with the patients. After the pandemic there will be further opportunities to engage with patients:

- Information stalls
- Having a presence in the waiting area
- Setting up and supporting Peer support groups
- Promotion of Cancer screening
- Health Promotion

If you like to be involved or contribute to the patient engagement work/ activities, please send me an email surji.cair@bradford.nhs.uk

The Covid-19 Vaccination Programme

The vaccination programme is continuing to be going well as we go through the priority groups as outlined by the government. We have now vaccinated the following people:

3439 – Primary Care Network (PCN4)

1712 – Kensington Partnership



I am worried that the Oxford AstraZeneca vaccine isn't safe as I've heard some countries are stopping using it – should I still have it?

Some European countries have temporarily paused the use of the vaccine as a precautionary measure, following reports of blood clots in a small number of people who had recently had the vaccine.

However, there is no evidence that the blood clots have been caused by the vaccine and the UK regulator, the Medicines Health Regulatory Authority, has said that they are confident the vaccine is safe. This is supported by both the European Medicines Agency (the European regulator for medicines and vaccines) and the World Health Organisation (WHO), who have said the vaccine should be safe and should continue to be given.

There were 30 reports of clots among almost five million people given the vaccine across Europe but this is actually less than the number that would be expected to happen naturally. Following the concerns regarding blood clots, AstraZeneca has conducted a review of all safety data, which has shown no evidence of an increased risk of blood clots. This covered more than 17 million people vaccinated in the UK and European Union.

The UK is further ahead its vaccination programme than most other countries and so far over 20 million people in England have been vaccinated. It is very important that people still have their COVID-19 vaccine when asked to do so. This is the only protection available against the serious illness caused by Covid-19, which has sadly led to the death of millions of people around the world, and people will continue to be at risk from the disease if they do not take up the offer of a vaccine.

COVID-19 Helpline - For Information



Race Equality Network are launching a COVID-19 Helpline to support communities with guidance and information in multiple languages.

10am - 3pm, Monday - Friday

Grange Interlink Centre: English, Urdu, Punjabi

01274 423194



BEAP: English, Bangla, Sylheti

01274 731020



Connecting Roma: Roma, Polish, Czech, Slovakian

07907125037
07907125036



New Libya Society: Arabic

07425482658



Muslim Women's Council: English, Punjabi, Arabic, Urdu, Bangla

07592889364
07792946689



The Plan for Easing the Restrictions



We are pleased to introduce further members of our team



My name is Charlotte Savory and I am the PCN (Primary Care Network)4 Dietitian. I have over 9 years' experience, working in the NHS, supporting people to manage chronic health conditions.

Dietitians assess, diagnose and treat dietary and nutritional problems and are the only nutrition professionals to be regulated by law, we are governed by an ethical code to ensure that we always work to the highest standard.

Diet impacts every aspect of our health, but there is so much unreliable and conflicting information in the news and social media about diet, it can be difficult to know what the best choice for you is.

You might know what you 'should' be doing, but haven't yet been able to put that knowledge into action.

I use the most up-to-date public health and scientific research on food, health and disease to help you optimise your health and nutritional status.

What you can expect at an appointment with me:

- Assessment of your current food habits compared with current relevant guidelines
- Assessment of your readiness to change and tips on how to become more ready
- Practical advice on how to build positive changes into your diet, personally tailored to your health, age, social and cultural needs
- Sign posting to evidence based information on the internet
- Sign posting to other helpful services like our PCN Physiotherapist or Social Prescriber
- No judgement
- No 'telling off'

I work directly for PCN4, so no referral is required and no long wait for your first appointment, just call our dedicated Reception staff and ask for a Dietitian appointment.



www.hcpc-uk.org



My name is Hafiz Bilal. I am first contact Physiotherapist (FCP) in PCN4 Bradford. I have more than 7 years' experience as MSK specialist Physiotherapist working in NHS and more than a year experience as an FCP.

I have been part of Pain management service and Advance practitioner team treating various MSK problems. I have an experience managing acute and chronic spinal conditions, shoulder, and wrist, knee, and hip and ankle problems. I conduct assessments for suspected inflammatory conditions and can request investigations where it is necessary.

I have been involved in developing service for group classes for osteoarthritis patients. I have been involved in developing pathways for MSK service. I have done rehabilitation work treating various sports injuries, pre and post-operative management of various joint problems. I have special interest in managing MSK workload in primary care to improve the pathways and streamline the MSK services.

I focus on service delivery in primary care level to reduce the patient journey and improve the quality of life. Being first contact practitioner gives me an opportunity to do evidence based practice and provide great quality of care to patients without them waiting for further referral to secondary care.

I would encourage anyone who experiences any Musculo-skeletal problems (joint, muscle, bone) to get in touch with us and book with FCP directly to advance towards getting better to improve quality of life.

Please speak to our dedicated staff for further information and they will be able to book you with first contact Physiotherapist directly.

Census

Don't forget the census day at 21st March 2021

For further information about the census please contact Arshad Hussein:

Email: arshad.hussain55@field.census.gov.uk Tel: 0745294595

Patient Newsletter

A Spring edition of the newsletter has now been produced and is being sent out. It can also be viewed on the Kensington Partnership website.

[Click here to see the Spring 2021 Patient Newsletter](#)

Website and Social Media

Please like and follow us on social media and any feedback will be much appreciated.

[Facebook](#)

[Twitter](#)

[Instagram](#)



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