

# Patient Newsletter, Autumn 2020



From Dr Richard Hampsheir,  
Lead Partner

## Good News!

We would like to give a warm welcome to Andy Cutting our new Practice Manager. For many years he worked around the Eastern Region in Health and Police Services and brings a lot of experience in people and business management. We are delighted that Andy has joined us.

## Coronavirus Pandemic

Who could have foreseen that 2020 would be like this? It has been unprecedented. All of us have had to change the way we live our lives and respond to this new threat to our health.

I thank you all for the support you have given to everyone at the surgery, to each other and for the consideration afforded to the new way of working that we have to follow at present. I would like to reassure you that we will continue to do everything we can to provide you high quality caring and accessible healthcare. We are here to help; you do not need to delay getting in touch out of concern for the impact of coronavirus on health services.

The surgery now has some excellent video consulting software. This means many people who would have historically required a face to face consultation can be seen by this method instead.

## Flu Campaign

We are now booking appointments for this year's adult flu campaign initially for patients over 65 and those with long term health conditions; these are available to book online or via the telephone (after 2pm) at Thorpewood Surgery only. Social distancing with a one way system will be in operation. Entry to the building will be restricted with queuing outside the main entrance. Patients will be let into the building after their temperature has been taken and then directed to the appropriate waiting area, exiting through a different door. We ask patients to ensure they wear appropriate clothing, a face covering and be prepared to wait outside in inclement weather



## Patient Participation Group (PPG)

Why not become a member of our PPG? We are looking for new members to help ensure our surgery continues to improve. As a PPG member you can better understand how the practice is run, discuss areas of improvement and give your input on proposed changes.

Interested in being a constructive critical friend? Then please email the surgery at [thorpewood.d82048@nhs.net](mailto:thorpewood.d82048@nhs.net) with your name and contact details. Please mark it for the attention of the practice secretaries and we will get back in touch with you.

No qualifications needed, just an interest in the best healthcare provision for our patients.

The Group meets three monthly and the next meeting is scheduled for December 2020.



## Dr Suraj Ranasinghe, Partner

The surgery has had to re-invent many of its systems and ways of working. I am grateful that you have accepted this with such good grace. I would ask that you continue to work and persevere with us as we become used to new ways of working.

We are now experiencing extraordinary demands on our services as we undertake telephone consultations and respond to your queries via Footfall.

We would ask that you do not attend the surgery in person with queries. Clinicians will book face to face consultations when they are deemed necessary.

### Diabetes

The changes in the ways of working have had an impact on patients with diabetes as well. Some of the diabetes medication reviews, discussion about blood test results and formulating diabetes management plans are now being done through telephone consultations by myself and a Practice Nurse.

## Dr Ike Nnene, Partner

As we work in these strange times, I would like to take this opportunity to reassure you that if you do have any persistent or worrying symptoms, you do contact us. We are here to help.

The clinical area I am currently leading on and paying particular attention to is our patients with a Learning Disability (LD). An annual health check for an LD patient is a clinical intervention. The check could have a significant impact on detecting illnesses and enables identification of actual needs both physical and social.

If you attend the surgery for an LD appointment you would expect to see a Practice Nurse initially, This may include discussion around some of the following:

- Health advice on cholesterol, smoking, alcohol and substance misuse
- Possible need for a further screening appointment: breast, eye, bowel, cervical.
- Physical examination
- Discuss any chronic illness or mental health problems

When invited for an LD check, please bring with you the completed paperwork and ensure you attend this offer of an appointment.



GP Partners: L to R

Dr Stavros Taramanis

Dr Richard Hampsheir

Dr Ike Nnene

## Dr Stavros Taramanis, Partner

In the current pandemic, the electronic system on our website, **Footfall**, has enabled us to provide continued accessible and responsive healthcare despite the restrictions. I know that not everyone is able to use this, but I am grateful to those of you who have tried.

This can relieve pressure on the phone lines meaning it is now possible for those that are less able and more vulnerable to get through. Please be mindful when you complete the form on Footfall to give as much information as possible. A clinician will see your form but be aware this is not an emergency service and you may not get a response on the day you complete the form.

Please choose either Footfall or the telephone when contacting the surgery, but not both at the same time.

## Continuing Services

A message for some specific groups of our patients.

Please remember:

- Our Nurse Team continue to undertake cervical smears
- and administer baby and childhood immunisations



- Chronic disease management is also being undertaken via telephone consultations. Do please contact the surgery if you have any health concerns.

Please ensure you continue to use these services and telephone the surgery for an appointment if you are invited to do so or an appointment is due.