



We are Open

Millway Medical Practice has been open throughout the Pandemic. We want patients to know that all GP practices are still open to treat patients, provide advice and issue prescriptions. GPs want anyone who has a health concern to feel reassured that they will be able to get an appointment and see a GP if necessary.

Our GPs have been working throughout the Pandemic and like many other parts of the health sector, we had to change the way they do this. In fact, we have increased our capacity by nearly 20% without any additional funding or resources.

We are seeing patients in a different way – via phone or video link – but the service is most definitely still running, and has been throughout the entire pandemic. We triage all patients before a face-to-face appointment to mitigate the spread of infection to our staff and other patients.

Triage is the process the health service uses to determine a patient's condition in order to prioritise treatment. Often in general practice, this might mean that the receptionist asks you a few questions to decide how urgent your query is.

We are keen to stress that our reception staff are highly trained to deal with these queries and are bound by a professional code of practice whereby all information is confidential. They will only ask about necessary details so that the doctor, nurse or pharmacist can prioritise your call.

One of the positives of using a telephone triage model is that patients often receive a same day call back from our GPs and together they decide the best way to deal with the problem presented. This may involve a remote, technology enabled assessment or a face-to-face consultation where necessary.

Our GPs, Nurses & Clinical Pharmacists are still carrying out review clinics for chronic conditions such as diabetes and asthma. Once again, these consultations may be carried out via telephone, video or face-to-face depending on the patient's needs.

The move towards greater use of technology has been generally welcomed by patients, especially those who just want some reassurance or need a prescription. However, we recognise that a one-size-fits-all approach to using video or telephone consulting is neither helpful nor appropriate for all patients. Initial discussions with patients help healthcare professionals to decide on the best way to assess and manage each individual patient.

To ensure that our patients safe, clinicians telephone our patients before inviting them for a face-to-face appointment if needed.

Upon arrival, patients are asked to wear a face covering, use the hand sanitiser and have their temperature taken. Our consulting rooms are cleaned between patients and we have a number of safety measures including a one way in / out system and social distancing; strict infection control processes are in place to ensure safe operation.

By making these changes we are confident that the practice is safe for patients to attend a face-to-face appointment. When you do come and see our team, they will be wearing PPE (a face mask, gloves, apron and sometimes a visor). They will keep a distance where possible, ensure hands are washed and use hand sanitiser.

Here's a reminder of what to do to ensure the process of visiting or contacting us goes smoothly:

1. Routine vaccinations and immunisations are important and are available at the practice.
2. Please only visit the practice in person if you have an appointment
3. If you think you need to see a doctor please use **e-consult** (see next page) via the practice website www.millwaymedical.com or call the practice to speak to a clinician.
4. If you need to be seen face-to-face then you will be given an appointment to come to the practice.
5. To reduce the spread of coronavirus we want to discourage people queuing outside the practice and waiting in the waiting area.
6. Coming in for a booked appointment means you will be seen promptly.
7. Areas will be clean before your arrival to keep you safe.
8. If you have coronavirus symptoms DO NOT come into the practice—self isolate and seek help via your practice or NHS 111 111.nhs.uk.
9. On arrival, press the buzzer at the front entrance and wait to be admitted?
10. Wear a mask if attending the practice.
11. To leave the practice follow the one way system which takes you straight into the rear car park.





the Millway Newsletter

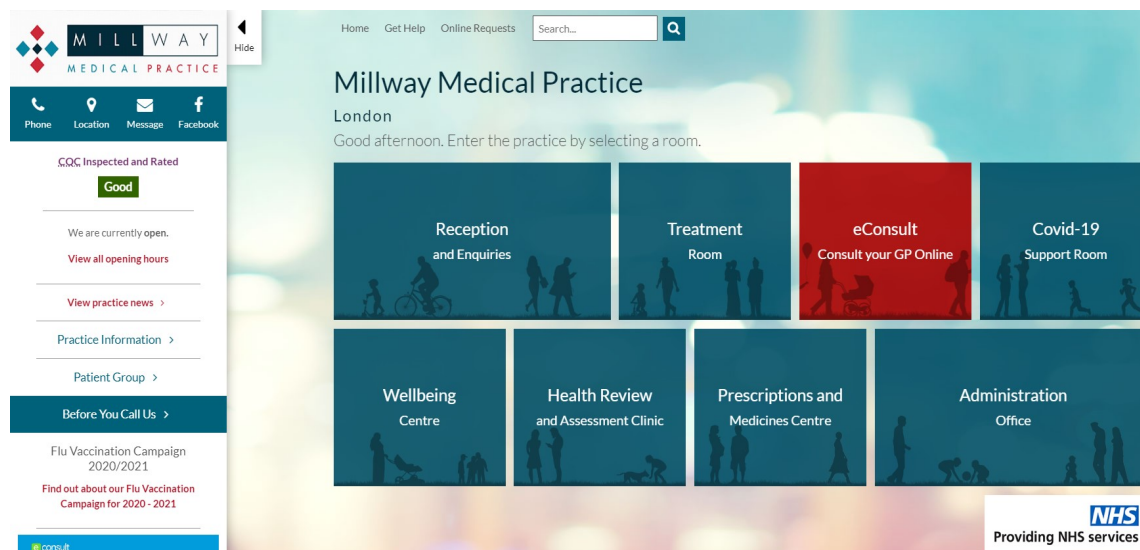
Issue 15

www.millwaymedical.com

Autumn 2020

eConsult

You can access e-Consult using our website or via the NHS App.



We introduced e-Consult in May this year and more and more of you are using it since it is a quick, convenient and flexible way of seeking medical advice or help with any administrative queries - currently, on average, we are getting around 320 enquiries per week.

The system takes you through a series of questions about your issue and submits a confidential report directly to the practice. A clinician will usually contact you within 4 hours for any clinical issues and all administrative queries will be responded within 24 hours.

This facility is intended for non-urgent enquiries for adults and children older than 6 months and is available for patients who are registered at Millway Medical Practice.

If your symptoms sound very serious, the system will stop you from completing the form and suggest that you seek urgent medical advice either by calling your GP (or 111 if the practice is closed) or 999 if it's a suspected life threatening emergency.

Since going live we have had positive feedback from the users - 85% either satisfied or fairly satisfied with this service. We are, however, reviewing the feedback on a regular basis and will endeavour to make improvements to the way we work where possible.

We expanded our boundaries



We have extended our catchment area which now covers more parts of Mill Hill, Edgware & Colindale.

Patients that have recently moved to the area are welcome to join the practice.

Throughout the current pandemic we have continued to accept new patients who can register easily online.

We offer a variety of services with varied healthcare professionals including GPs, Nurses, Clinical Pharmacists and Social Prescribers.

You can also consult with a GP virtual-

ly by telephone or video. Whether we are open or closed you can, if you are registered, also use eConsult through our website and a member of our team will respond to you in 4 to 24 business hours depending on your query or medical needs.

Community Barnet Primary Care Group
with NCL CCG invite you to...

SELF CARE: LIVE SELF CARE FOR LIFE

Join us on **Wednesday 18th
November** as part of
Self Care Week 2020.

For a supportive,
informative and
interactive
session to help
look after both
you and your
family this
winter.

**18TH NOVEMBER
10AM - 1PM
ZOOM**

