

Dear PPG members,

As you are all aware we were due to have a meeting this month but in view of the current Covid 19 crisis this will not be possible. We are however very pleased to inform you that we have appointed a new male partner, Dr Hetul Shah, who started 2 weeks ago and we were hoping to introduce him to you all.

To manage the current situation we have changed our appointment system to reduce footfall to the practice. This ensures safety for the patients and the practice staff. We are offering telephone consultations and using video consultations where this is required and where patients have the necessary technology. We are still seeing some patients especially children for routine immunisations but the clinical staff are required to wear appropriate personal protective equipment.

We are continuing to issue prescriptions although these are now all being sent electronically to the nominated local pharmacy and we have provided an email which is available on the websites for patients to request their routine prescriptions online. We have updated information on the practice websites and also set up a Facebook page which provides Covid related information which may be helpful for the local community.

We had a very detailed CQC visit in November 2019 which has rated us as "Requires Improvement". The team were very disappointed with the findings and have requested a review of the ratings as we felt that many processes which previously have been approved had been highlighted as requiring improvement. All recommendations were actioned immediately and the CQC were informed of this. We were informed that the local paper reported on this and we have provided a response.

The CQC report highlighted some procedural issues which the practice has already addressed. At no point did the CQC find that any patient had come to harm. No two week wait cancer referrals were missed and the CQC found no evidence that any flu vaccine that was administered to patients was in any way unsafe.

"Patients affected by the safety alerts were contacted immediately and all of these patients chose to continue taking the medications covered by the safety alerts. The GPs and the practice team would like to thank our patients for their support in the face of the substantial challenge we face from coronavirus."

It is unclear at present when we will be able to go back to normal working so it is unlikely that we will be able to arrange a PPG meeting until autumn. We would like to assure you that during these uncertain times we will continue to support our patients & community as best we can. We will continue to update our websites and Facebook page.

<http://www.winchmorehillpractice.nhs.uk/>

<https://www.parklodgemedicalcentre.co.uk/>

<https://www.facebook.com/808WinchmorePLMC/>.

Please find attached a letter from the PPG Chair.

Stay Safe

Kind Regards

Partners and staff of Winchmore Hill Practice & Park Lodge Medical Centre