

PARKLANDS SURGERY

NEWSLETTER

July 2021



Our Outside Waiting Room

We are pleased to share with you pictures of our new garden seating area which you can use instead of waiting in one of our waiting rooms. If you want to use this, please check in with a Receptionist and tell her you want to wait outside. She will give you a buzzer which will sound when they need you to return to the waiting room and meet your clinician. We hope you will enjoy using this space.



As part of this garden, we have included a special pink memorial rose for our friend and colleague Hilary, who unfortunately we lost to Covid in January. Her friends and family remain in our thoughts.



Face Masks

With the increasing prevalence of Covid and in particular the Delta variant, in the Chichester area, we ask that all patients and visitors continue to wear face masks when attending the surgery. This is to protect our staff and patients, especially our frail and elderly patients. We thank you for your cooperation.



Our Service throughout the Covid Pandemic

We thought we would share some figures with you indicating the level of work our practice has conducted over the past year.

In the 12 months up until 30th June 2021, we have had 47,799 appointments with 6981 patients. This is over 11% more appointments and nearly 7% more patients than the same calendar period before the Covid crisis. Not only have we dealt with considerably more consultations but we have done so whilst having to deal with a reduction of staff for many periods throughout the year, through them either catching Covid themselves or through them isolating due to household members with Covid.

Additionally we supplied many nursing and administrative staff, for the Chichester Alliance of Medical Practices' Covid Vaccination clinics, at Tangmere and Selsey, helping to deliver over 64,000 vaccinations to 48,500 people. Our own Dr Sandeep Mtharu was instrumental in getting these clinics running for the Chichester area.

Our practice team have worked throughout the covid crisis and, in fact, we have never had a tougher time in General Practice than these past 17 months. We have continued to see patients whenever they have been needed to be seen and will continue to do so moving forward.

Face-to-Face Appointments

We appreciate that many patients would like to return to pre-pandemic times when they could book a face-to-face appointment with the Doctor. Unfortunately, we do not feel it is appropriate to do so as yet, as we still need to limit the number of patients in our waiting rooms. This is to protect those more vulnerable patients who may need to be seen in the surgery. Our clinicians will continue to decide whether they need to see a patient depending upon the nature of their condition.

We will keep this policy under review; our clinicians would also much prefer to see patients face-to-face, as that is the easier and quicker way to consult. At present though, we assess that the current rate of Covid infections are too high.

It is unlikely that we will ever return to the pre-covid arrangements and expect that, moving forward, far more appointments will be conducted remotely, rather than having waiting rooms full with potentially infectious patients sitting alongside each other.

Appointment Triaging

We intend to continue to triage the requests for appointments with a GP be they received by eConsult, telephone or in person at Reception. Such requests are reviewed twice daily by our GPs and given a priority depending upon the nature of the condition. Appointments will then be booked be they face-to-face or remote and messages sent informing the patient of the time. For remote appointments, our clinicians will endeavour to contact you as close to the allocated time as possible but it may, on some occasions, be up to two hours after that time.

New General Manger

We are pleased to introduce our new General Manager, Jamie Irish, who has taken over from Martin Jones this month. Whilst new to the NHS, Jamie comes with extensive managerial and business experience and we believe he will be an asset to the practice. We wish Martin every success with his move to another GP surgery in a different part of the country.

General Practice Data for Planning and Research (GDPR)

There has been a lot of coverage in the press recently regarding the new General Practice Data for Planning and Research GDPR service. This service involves NHS Digital collecting certain data from patients' records to use for planning and research. Some of this coverage implied that patients' GP records were being sold for profit which understandably has caused concern for many. As a result, the introduction of this service has been delayed for at least two months, until 1st September 2021, so that patients can be better informed about the implications of this service.

Patients can dissent to their GP data being collected by this service but before you do so, we ask that you wait until this updated information has been provided as it will explain how this data will be used, including for:

- deciding what new health and care services are required in a local area.
- informing clinical guidance and policy.
- supporting research and developing cures for serious illnesses such as heart disease, diabetes and cancer.

If, after reviewing this information, you still want to opt-out of allowing your data to be used in this way, you can do so as follows:

- Complete a Type 1 Opt-out using the form available on our website news page. Individual forms will need to be completed by all persons wishing to opt-out and returned to the practice. We ask that you return these forms by 20 August 2021 to allow us time to process them prior to the deadline.
- Complete a National Data Opt-out by following this link: <https://www.nhs.uk/your-nhs-data-matters/>

The first option prevents NHS Digital from collecting the data from your record. Completing the second option only, will mean that the data is collected from your record but NHS Digital would be prevented from sharing it for planning and research purposes. If you wish to Opt-out, we recommend you complete both options.