

# The Manor Practice Newsletter – May 2021

[www.manorpracticeashfurlong.co.uk](http://www.manorpracticeashfurlong.co.uk)

## Patient Participation Group (PPG)

[participationgroup2@nhs.net](mailto:participationgroup2@nhs.net)

### Coronavirus (COVID-19)

Get the latest NHS information and advice about coronavirus (COVID-19).

#### [Get a test to check if you have coronavirus](#)

- [Check if you or your child has symptoms](#)  
Find out about the main symptoms of coronavirus and what to do if you have them.
- [Testing and tracing](#)  
Get a test to check if you have coronavirus, understand your test result and find out what to do if you're contacted by NHS Test and Trace.
- [Self-isolation and treatment if you have symptom](#)  
Advice about staying at home (self-isolation) and treatment for you and anyone you live with.
- [People at higher risk](#)  
Advice for people at higher risk from coronavirus, including older people, people with health conditions and pregnant women.
- [Social distancing advice and changes to everyday life](#)  
Advice about avoiding close contact with other people (social distancing), looking after your wellbeing and using the NHS and other services.
- [Links to more information about coronavirus](#)  
Links to government advice, information for health professionals and advice for other parts of the UK.

For government advice on staying safe outside your home go to [gov.uk/staying-safe-outside-your-home](https://www.gov.uk/staying-safe-outside-your-home)

For further information go to [nhs.uk/coronavirus](https://www.nhs.uk/coronavirus) or [gov.uk/coronavirus](https://www.gov.uk/coronavirus).

### Covid vaccination Programme Update:

The covid vaccinations continue to be moving forward extremely well

The number of 1<sup>st</sup> covid vaccines administered to date are:

**Care home patients and staff – 80.3%**

**80 years and above – 93.3%**

**75 – 79 years – 98.0%**

**70 – 74 years – 96.4%**

**65 – 69 years – 94.5%**

**60 – 64 years – 92.2%**

**55 – 59 years – 90.4%**

**50 – 54 years – 90.8%**

**40 – 49 years – 79.3%**

**16 – 64 yrs with underlying health conditions – 88.2%**

**Housebound – 93.1%**

Patients who are requesting proof of having two covid vaccines for travel or work purposes are advised to either download the NHS app or call 119 to obtain official confirmation, of note, the practice is unable to provide this official confirmation

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### Clinical Commissioning Groups to be absorbed into Integrated Care Systems:

NHS England has proposed that the commissioning functions of Clinical Commissioning Groups (CCGs) need to be absorbed into the newly developing integrated care systems (ICS) by April 2022, as part of its plans to “accelerate collaborative ways of working”.

This comes as part of a package of proposed changes to legislation designed to hand ICSs the direct commissioning power. It will result in a ‘single pot’ of funding which brings together current CCG commissioning budgets and primary care budgets, among other sources of funding.

The paper, published by NHS England and Improvement titled: **Integrating care: Next steps to building strong and effective integrated care systems across England** states that: “Local leaders have repeatedly told us that the commissioning functions currently carried out by CCGs need to become more strategic, with a clearer focus on population-level health outcomes...”

It went on to say that since 2018 ICSs have supported a “bottom-up response to the big health and care challenges...They have improved health, developed better and more seamless services and ensured public resources are used where they can have the greatest impact.”

Despite this, in its **response to the paper**, the BMA announced its “profound reservations”, particularly due to “a serious lack of clarity regarding the practical implications of transferring CCG powers to ICSs...”.

“This lack of clarity means that the potential changes to CCGs are a source of significant concern for GPs and GP partners, who may face significant changes to their working lives as a consequence, and NHS England must provide complete clarity on where and to which bodies CCG powers may be transferred.”

The legislative framework to underpin such changes featured in the recently published Department of Health and Social Care White Paper on **‘Integration and innovation: working together to improve health and social care for all’**. This overall approach also builds on the NHS Long Term Plan: **Breaking down barriers to better health and care** and opens up an opportunity for discussions between the NHS and its partners about how ICSs can be embedded and brought to life as the new legislation is passed.

### What are ICSs?

ICSs are partnerships that bring together NHS, local authority, and third sector bodies to take on collective responsibility for the resources and health of an area. They will plan, pay for and deliver health and care services, with the aim to deliver better, more integrated care for patients.

### Will there be any direct allocation of CCGs to ICSs?

CCGs are already mapped to ICSs which are mapped here: **NHS England » What are integrated care systems?**

### What does this mean for primary care networks?

Integrated care systems (ICSs) are to become statutory bodies. General practice is represented on ICSs by PCNs, making the role of PCNs even more important.

### Patient Participation Group update:

Due to the current covid pandemic and the guidance issued by the government, NHSE and the local CCG, the PPG face-to-face meetings have been suspended. It has been agreed that the practice will update both the PPG and patients via this newsletter until normal meeting arrangements can be resumed

As mentioned in the March newsletter, the PPG needs to elect a new chair and vice chair. To date, the practice has only received one response from a member who would be happy to become vice

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chair if a more experienced member would stand for chair. May I therefore urge you all to discuss this between yourselves and let me know the outcome before July's newsletter please

### Practice update:

Digitalisation preparation has taken place over the last month. Each patient registered at the practice have now had an individual bar code added to his or her records. The notes are scheduled to be scanned week commencing 17/05/21 with all notes taken off site by 21/05/21. With a practice list size of 18,000 patients, this has been a huge project however, with exceptional teamwork the task has gone smoothly... so far!

The practice would like to introduce and update you regarding the practice staff:

Carol Moore – Admin Manager who has been with the practice for nearly 20 years, has decided to explore pastures new and leaves us on 19/05/21 after accepting a deputy manager's role in a much smaller practice. Carol has been such an integral part of the practice and will most certainly be missed

Maria Thorley from the nursing team has decided to take her retirement and spend more time with her family, Maria leaves us in the summer

Internally, Naomi Malpas and Kath Jackson have both become lead receptionists for the practice as well as Kerry Newton becoming lead administrator, all three staff members will be working alongside the practice manager

New members joining the team are:

Reception -

Natalie Herbert – joins us on 01/06/21

Suzanne Tayler – joins us on 01/06/21

Sarah Arnold – joins us on 01/06/21

Beverley Mycock – joins us on 05/07/21

### Repeat medication

During the initial covid outbreak, the practice allowed patients to call in to the practice to order their medication however this option has now ceased for the following reasons

- Phones lines becoming exceptionally busy and patients wanting appointments or medical advice were unable to get through
- Elimination of prescribing errors

Patients are advised

- To request their medication via automatic prescribing with the practice,
- Arrange with their local chemist to set up an Electronic Prescription Service (EPS)
- Drop a written repeat request in to the surgery prescription box which can be found in the surgery entrance

### Telephone system

As updated in last month's newsletter, the practice has been experiencing issues with the recent upgrade of the telephone system along with the introduction of a practice call centre.

Following feedback from patients and staff, the practice has decided to revert to how the telephones were answered previously. The telephone system and procedure continues to be reviewed and feedback is always welcomed to assist in continuous improvement.

### GP appointments

The practice continues to offer additional appointments via LIVI which can be accessed via downloading the LIVI app at <https://www.livi.co.uk> Appointments are available 7 days a week between 08:00 and 20:00

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### Face to face appointments – GP's

Appointments are being carried out via the triage system or via video consultations

The practice is very much open and has never at any point closed during this current pandemic. We are working within NHS guidance, working in different ways and where clinically necessary, patients are seen face to face within the Ashfurlong site and when it is felt a clinical examination to required, which would alter a patients management

### Face to face appointments – Nurses

The practice continues to see patients at our James Preston site for treatment room procedures such as blood tests, cytology, dressings.

### Home visits

Home visits are available if after a thorough triage and in the opinion of the clinician, a home visit is clinically necessary and would alter clinical management.

A significant number of home visits in pre covid times would require a referral to hospital. Currently some home visit requests are triaged remotely via a video consultation. Attendance, via a referral from a clinician to the red site for all suspected covid related illnesses continues

### Practice reception opening times

The following times relate to both James Preston and Ashfurlong sites:

Monday 08:00 – 18:30

Tuesday 08:00 – 18:30

Wednesday 08:00 – 18:30

Thursday 08:00 – 18:30

Friday 08:00 – 18:30

### How to Join a PPG

If you are interested in getting involved, the first step is to find out if your practice already has an established PPG. Below are some simple steps to get you started:

- **Speak to the practice manager:** If you are not sure, whether your local GP surgery has a PPG, either look out for information and posters about the group in the surgery, or ask the reception staff or the practice manager, who is likely to be involved in running the group.
- **Sign up:** All PPGs are different and recruit members in different ways, but any group will be keen to hear from interested individuals. It's a usual requirement to be registered at the practice in order to become a member. Your practice manager will be able to give you details of who to contact to sign up, and when the next meeting is taking place
- **Two's company:** If you're nervous about going alone, why not encourage a friend to go with You
- **Take action:** Most groups meet on a regular basis at the surgery itself to give patients, GPs and practice staff an opportunity to meet, to exchange ideas and information, and then to take action.

### Benefits of a Patient Participation Group:

PPGs are about implementing real, positive change in their communities. Patients have long valued the relationship with their GP and general practice. However, the dynamics of this relationship have changed over recent years – patients today rightly want more say in their own healthcare, they are better informed and expect to be treated as whole people, not just as a condition or ailment.

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PPGs have an increasingly important role to play in helping to give patients a say in the way services are delivered to best meet their needs, and the needs of the local community.

PPGs can help GPs to develop an equal partnership with their patients. They can help them to communicate accurately and honestly with individual patients, and with the wider community about key health matters. They can also help to reduce costs and improve services by identifying changes that the practice may not have considered, allowing resources to be used more efficiently. What is more, they can develop mutually supportive networks for patients and the practice, outside of individual appointments.

### What does a Patient Participation Group do?

In practice, PPGs can play a number of roles, including:

- Advising the practice on the patient perspective
- Organising health promotion events
- Communicating with the wider patient body
- Running volunteer services and support groups to meet local needs
- Carrying out research into the views of those who use the practice (and their carers)
- Influencing the practice or the wider NHS to improve commissioning
- Fundraising to improve the services provided by the practice