

The Randolph Surgery Newsletter

Published Jointly by Randolph Surgery PPG and AT Medics

Our new telephone number: 020 7052 7560

Website: <https://www.westlondonpractice.co.uk/>

PRACTICE	SIZE	SERVICES
THE RANDOLPH SURGERY	7,829 patients	High Risk of Diabetes, Diabetes Level 1, Mental health, Near Patient Monitoring, Phlebectomy, Wound Care

Covid 19 Updates



Message from NHSE— The latest guidance can be found here concerning social distancing and the guidelines for those isolating at home.

<https://www.gov.uk/government/publications/staying-alert-and-safe-social-distancing/staying-alert-and-safe-social-distancing-after-4-july>



Digital First—Dr iQ #LETSGETDIGITAL



As Covid has impacted on the way patients are seen, the safest and best way to remain in touch with the practice is through our unique Dr iQ app. This uniquely developed app allows patients contact with the practice in an instant. Patient feedback is welcomed and can be provided to support@dr-iq.com. Please be aware those patients who have no access to smartphones can still request a telephone call when calling the surgery at 8am on 0207 052 7560.

Update from the clinical lead- Dr Toukan

The Randolph clinical team is a complementary team of Allied healthcare professionals and GPs. This team of staff help to support the workload of the GP therefore queries to do with prescriptions, referrals will be redirected to the clinical pharmacist or physician associate as appropriate.

Dr Toukan : Clinical lead (Monday - Thursday)
 Dr Pourghomi : GP (Tuesday and Thursday)
 Dr Nessa : GP Locum (Friday)
 Dr Waqas : GP Locum (Monday and Wednesday)
 Charles Neal: Physician associate (Monday– Friday)
 Sura Abdulla: Clinical pharmacist (Monday– Friday)
 Senam Duncan– Adadevoh: Practice Nurse (Monday -Friday)
 Zahra Abdullaah: (HCA in training) (Monday -Friday)

Message from Dr Toukan: As Covid-19 continues we are here to support patients with their acute and chronic conditions. We also encourage patients to get in touch with us if they require help with their mental health as Covid-19 has impacted significantly on everyone. Any patients coming to the practice should only be coming in for their face to face appointments, prescription requests should be made via email/Dr iQ/Systmonline or over the telephone (urgent, vulnerable high risk patients only). Any patients with suspected Covid will need to ensure they are triaged by the GP via a telephone call and must NOT attend the surgery.

Flu campaign 2020/2021: The flu immunisation program is likely to be more challenging because of the impact of COVID-19 on our health and social care services, further guidance will be issued around September 2020. However it is more important than ever that we protect those at risk, prevent ill-health and ensure that those eligible for the flu take up their vaccinations this year.

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Update from the Practice Manager– Yasmin Bouzelmate



Our number has changed: Please ensure you contact us on **0207 052 7560**. Thank you for your patience while our numbers changed over and we have experienced unexpected technical difficulties with this change. This update allows our patients to select the most appropriate service and enables the clinicians to utilize a video call if appropriate. Please be aware that patient telephone calls are now recorded for training purposes.

Patient survey: Our patient survey will help us to understand how Covid-19 has impacted upon our patients. We shall be grateful if you will complete this survey as soon as possible as we shall be reviewing this feedback. Although this survey will be sent via text and email you can access this via <https://www.surveymonkey.co.uk/r/RandolphSurgery>



Keeping you and our staff safe: If you have an appointment, all patients are expected to wear a mask and use hand sanitiser which is available at the front desk. No additional family members should be present for your appointment unless absolutely necessary (e.g. carer). We currently use an intercom system to triage patients at the door and are implementing a maximum of 3 people in the waiting area at any time. Therefore, we ask patients to be considerate and turn up promptly for their appointments to reduce delays. Clinical staff seeing patients clean down all areas between patients and when finishing up for the day; while the reception area is cleaned according to infection control policies outlined by NHS England. One way traffic has been implemented into the practice and screens have been installed. During this time our staff have been working as hard as possible to support the patients and ensure as normal a service can be provided. However Covid-19 has impacted on the delivery of all our services where face to face appointments are limited to immunisations, cervical screening and diabetic reviews. GPs will not see patients unless they feel it is medically appropriate for an examination to take place.

Our administrative team is composed of :

Maxine C– Senior Receptionist

Rebecca A– Senior Receptionist

Iqbal H– Receptionist

Ramy C– Receptionist

Meriam B-Receptionist/medical record clerk

Michella W-Receptionist

Valerie F-Receptionist

Shamima B– Administrator



Surgery hours: Our core opening hours are 08:00am to 18:30pm Monday to Friday. We also operate an extended hours service through our Dr iQ app which allows patient access to clinicians up until 20:00pm during the weekday and 08:00 am to 20:00pm on Saturday and Sunday.

Website update: AT Medics is currently working on an updated website at present time this is expected to be launched around September time.

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Health Promotion Campaigns

Cervical screening: This service has now restarted across the UK and invitations are being sent. If your appointment was postponed, you may get a reminder from your GP surgery or you may need to us yourself.

Immunisation updates: Worldwide vaccinations prevent 2-3 million deaths every year from life-threatening diseases such as meningitis, whooping cough and measles. Routine vaccinations are continuing as normal despite coronavirus this means your child will be protected from highly infectious diseases when they start to mix with other children again. A child's vaccination should not be delayed as this can put them at risk from potentially serious disease. If your child is due their vaccinations , please contact us to arrange an appointment. If you are unsure, please arrange a telephone call with the nurse via reception to discuss your concerns, or alternatively discuss, this with your health visitor.

PPG

Welcome to the Second Randolph Surgery Newsletter July 2020

Patient Participation Group (PPG) Contribution:

Joanna Lloyd-Davies, Interim Chair and Tony Eccles, Vice-Chair

The Randolph Surgery Patient Participation Group - Randolphppg@gmail.com

The PPG exists as a specific, diverse group of Patient Activists, working on behalf of all Patients for the overall good of the Randolph Surgery, the Services and the Local Community. A positive critical friend, working in tandem with the Clinicians and Practice Management.

The PPG thanks the Clinicians, Staff and Management for their continued stoic efforts during the COVID 19 pandemic. Every opportunity has been utilised to ensure that patients receive immediate and appropriate care.

Telephone System - the new telephone number is 020 7052 7560:

Please be assured that we are aware of challenges with the new telephone system. The new system is under constant review and every possible effort is being made to bed it in. Ultimately, this system has been designed to enable video-calling for those who are house-bound or self-isolating.

Diversity and Inclusion:

One of the priorities for The Randolph Surgery is to develop diversity in the Patient Participation Group in line with the six standard healthcare groups:

Families and young children

Working age population

Long term conditions

Vulnerable patients (usually with carers)

Over 75's

Poor mental health

We are working closely with the Clinicians and staff to develop interest in the PPG, as we urgently need to improve the diversity. If you fall into any of the above-mentioned groups and would like to learn more about involvement, do please email us at Randolphppg@gmail.com Please include your full name and your contact telephone number. We look forward to hearing from you.

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Update:

Our last PPG meeting took place in June over two evenings, by Zoom, as the agenda was extensive. (Usually, these meetings take just 60 to 90 minutes each quarter.) You are encouraged to review the minutes at <https://www.westlondonpractice.co.uk/patient-reference-group/> - these are the notable points:

- 1.Omar Din, acting CEO of AT Medics attended the meeting - he gave an introduction to their services and experience in GP Practices, their commitment to the Randolph Surgery for the next ten years, covering their unique, dedicated App - Dr IQ - which adds an additional layer of connectivity for patients to the surgery
- 2.Dr Toukan, lead clinician, discussed the recent challenges and talked us through the complement of staff (please also see her contribution earlier in this newsletter)
- 3.Our Practice Manager, Yasmin Bouzelmate, updated us with staffing levels, precautions when attending the surgery and appointments
- 4.The next Patient Survey is now ready to be shared - this has been designed collaboratively by HealthWatch, Randolph Surgery and the PPG. We really hope that as many of you as possible will respond in order to hear your views. The support of HealthWatch is greatly appreciated.

We very much welcome your comments - we need greater collaboration for the overall benefit of all users of the Randolph Surgery. The next PPG meeting is due on 1st September 2020 and if you would like to learn more about the activities of the PPG, please contact us by email Randolphppg@gmail.com

We send our best wishes to our fellow patients at The Randolph Surgery. Please stay safe and follow the Government and NHS guidelines.
Joanna and Tony