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On The Day Hub

In September 2020 we were very excited to open the On The Day Care hub. Previously at Putney-mead our doctors on call worked on their own lists in isolation in their consulting rooms, the practice team would have to look on the system every half day to see where the on call doctors were working. If they needed support from the pharmacist or administrators they would need to interrupt their work and locate them.

The On the Day Care Hub has brought the team into one (socially distanced) room on the second floor of the building. The team consists of 2 GPs, a Physicians Associate, a pharmacist and a care coordinator. This team work together through the list of calls and urgent patient queries. The team manage about 60 calls every half day. It has been a huge benefit to increase our team working, share home visits and decision making where needed and enhanced the opportunity for teaching and training too. It can be a brave step introducing new ways of working, and teething problems are to be expected, but overall the team satisfaction and opportunities for patient care has been greatly enhanced by this new innovation.

Controlled Entrance

Due to the current pandemic the CCG have asked us as a practice to control the foot fall in the practice. The way we have done is by closing our doors and allowing patients to come into the practice only when needed. Upon arrival at the practice you will be asked by reception team the reason you are here and then they will open the door for you. If your child has appointment and is below the age of 16 we ask that only one parent attends the appointment with the patient.

Appointments

Due to the coronavirus outbreak, how you contact us will be different at the moment. This is to limit face-to-face contact whenever possible to help stop the spread of coronavirus. Appointments are by telephone in the first instance. You can then decide, with the help of the clinician whether you need a face to face appointment. We are finding that many problems can be managed through telephone or online consultations.

Telephone appointments can be booked up to 2 weeks in advance either online or by speaking with the reception team.



Face Coverings

Please remember to wear mask when coming into the surgery unless you are exempt from wearing one. As a practice we are not able to provide any patient with an exemption certificate or letter. The risks of COVID infection is still significant so please wear face coverings. Should you feel that you should be exempt from wearing a face covering.



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New Online Contract Form

From Thursday 28th January, the way medical and administration requests are made will be changing as we launch an online contact form. The form can be accessed via our website and will mean you can contact the surgery at any time about a medical or administrative issue. You answer a few short questions on the form, and you will get a response from the surgery within 1 working day.

What should I use this form for?

You can use this form for anything you would usually contact the surgery for such as medical issues you want to discuss with a doctor or nurse, repeat prescriptions, or admin issues like getting a sick (fit) note or test results. **Please do not use this form for anything you need a response for more urgently than within 1 working day.** If you think you need help before then, you should call the surgery or if it is an emergency, call 999.

Please note that although you can submit a form at anytime, they will only be read during office hours. The forms will not be read on the weekends (Saturdays and Sundays) or on bank holidays. If you need urgent help out of hours please contact 111 or 999 if it is an emergency

What questions will I be asked?

If you have a medical query, you'll be asked to describe it, how long it's been going on for, and what you're worried about. For admin, you can choose from asking about test results, repeat prescriptions, fit/sick notes, referrals, a doctor's letter, or something else

What details do I need to be able to fill in the form?

You'll be asked for your name, date of birth, postcode, gender, and your contact number. If you have your mobile phone to hand, then you can choose to receive a code via text message to enter into the website. This allows the staff at the practice to locate your record faster.

How long will the form take to complete?

The form should only take a few minutes to complete. If you have any issues or can't fill the form out, please contact the surgery and we will be able to help you complete your request.

Why are we making this change?

This change should make it easier to submit requests to the practice and ensure that requests are seen by the most appropriate member of staff and dealt with in an appropriate timeframe. The benefits of using online consultations are:

- Easy to access - it should only take a couple of minutes to fill out your information
- No waiting on hold on the phone
- ◆ Your request will be seen by the right person
- ◆ 24 hour access to the form - send your request over whenever you need it, rather than when the phone lines are open
- ◆ Those who need appointments will be a priority, rather than those who get through on the phone first
- ◆ No unnecessary appointments: your GP might be able to help more quickly and easily, for example with a phone call, or by referring you directly to the service you need, such as physiotherapy



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Early Cancer Screening

The NHS funds early cancer screening in form of Breast, Bowel and Cervical screening. If you are invited for one of these life-saving interventions do arrange appointment with relevant service at your earliest opportunity.

Cervical screening (smear test) can be accessed via the surgery by women or those assigned female at birth who retain a cervix 25-65.

Do book now if you are overdue year test or ask a reception if unsure. Bowel screening tests can be ordered by calling 0208 725 4920 (patients aged 60-74)

Screening should be carried out every 2 years.

Breast screening invites are sent to women or those assigned female at birth who retain breast tissue aged 50-70.

Trans women should also seek breast screening. Appointments can be arranged by calling 0203 758 2024.

Screening should be carried out every 3 years.

COVID—19 Vaccations

We are very excited to be working with all our local practices to plan how we deliver the vaccine together. Our priority is to deliver the vaccine in a safe and timely manner.

Our Care Coordinators and reception team when be contacting patients throughout the next couple of weeks to book into the clinic. Please be patient with us, we will get through this.

Please also note that the gap between the 1st dose and second dose is now 12 weeks and not 3 weeks. Vaccination if you haven't already!



Care Co-ordinators / Medical Assistants

We are very lucky to have a number of Care Coordinators working in the practice and have recently increased the size of their team. The Care Coordinator role is a very important one in assisting patients who are vulnerable or have complex health needs to access the care that they need in a timely way. Alongside the usual ways of accessing care at the practice, Care Coordinators act as an additional point of contact between the practice and these patients and work closely with small teams of doctors to enhance on-going care with the doctor who knows each patient best. They also work closely with hospitals and other services in supporting care of our patients. The administrative work that they do frees up time for the GPs and other healthcare workers in the practice to spend more time looking after their patients. We have had this role at Putneymead for some years but have been able to add to their team with funding through our Primary Care Network (PCN), helping us in our aim to improve the health and well-being of our patients with the greatest need.



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Leavers

After 38 years of working in Primary Care, my final job started almost 20 years ago at Putney-mead. At the time of joining as Practice Manager, Putneymead was a compact 4 Partner Practice, operating from a beautiful Georgian property with 12,000 patients. Many contract changes later, Putneymead now operates from one of the largest practices in South West London serving some 27,000 patients. I was blessed by becoming a Partner in 2008, and have played a central, pivotal role in the development and nurturing of the Practice, it's wonderful staff, who are an amazing and talented primary care workforce, looking after our valued and loyal patients. It has been an odd final year, prior to retirement, handing over to a brilliant team of Management Leads. I slipped away quietly towards the end of October in the midst of social distancing to commence my retirement. Thank you Partners, GP's, Nurses, Leads, Reception, Admin, Counselling and most important of all our patients for making the last 20 years with my Putneymead Family so rewarding, memorable, creative and fun. Wishing you all a safe and healthy future in these difficult times.

Karen Harris, Management Partner



Dear Putneymead staff and patients,

I am sorry to say that I am leaving Putneymead after 11 happy years working here. I am very aware that due to the pandemic I have not seen many of my regular patients face to face for some time and so I wanted to take this opportunity to say goodbye.

Many of you know that I arrived at Putneymead in January 2010 with two small children and lots of enthusiasm. I fondly remember lunch in the garden and practice meetings in the portacabin at the old practice before the move to 266. I also remember my amazement on returning to the practice after my maternity leave to find the new building so smart, practical and modern.

I have been supported in developing many interests through my time at the practice. I have completed over 1000 coil fittings and fitted and removed hundreds of implants. I much enjoyed running the substance misuse program, extending my interests in women's health and then in the last six years leading our Palliative Care work. More recently I have enjoyed my role as a trainer, working as part of our fantastic team of educators, supporting our trainee GPs while they are based at Putneymead.

I want to thank the whole Putneymead team for all the fun, learning and hard work we have shared and particularly for their dedication and teamwork through this most challenging of years.

Dr Jo McEwen



PUTNEYMEAD GROUP



MEDICAL PRACTICE

Newsletter

Issue 17

Winter 2020

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Leavers

We also say goodbye to the following members of Putneymead ;

Dr Nicola Steeds
Dr Kate Bolwell
Dr Jessica Fletcher

Grace Mcleary
Sally Philips
Nick Coode
Nurse Louise Johnson

New Starters

Welcome to our new members that have joined Putneymead :

Doctors:

Dr Laura Thomas
Dr Marian Said
Dr Felicity Mclead
Dr Katherine Taylor
Dr Lucy Harris
Dr Laura Phillips
Dr Sophia Kanji

Pharmacist—Sophie Kidd

HCA—Claire Mcleish

Finance Lead - James Reid-

Note Summariser – Guler Gokdell

IT Support— George Helm

Counselling Services At Putneymead

Mindfulness Course - Mindfulness can help with:

- ♦ Long-term health conditions.
- ♦ Recurrent depression and anxiety.
- ♦ Stress, including chronic physical tension and difficulty to relax and sleep.
- ♦ Improving physical and mental health and wellbeing

Bereavement Group - Support groups are a way of bringing people together in a safe space to share common life experiences. The group provide a forum for participants to communicate in a mutual understanding of shared challenges and problems. The strength of support group lies in the connections and understandings that come from shared narratives

Therapy Group - Group therapy is a powerful therapy tool that can be an addition or substitute for individual therapy. Because of its dynamics, it is often more potent than individual therapy. It is appropriate for anyone that wants to engage in personal development in the form of psychotherapy and is willing to do it in group format.

Creative Group - The group requires you to commit to attend 10 weekly sessions where you will be guided in sharing about yourself and supporting each other. You will be encouraged to find your own creative sensibilities, make connections with others' experiences, and draw useful insights and practical coping strategies that you can immediately apply. Ultimately, the ability to look at the world and life through a creative lens is a valuable resource for coping with anxiety and depression