

# **RUSTLINGS ROAD SURGERY PATIENT PARTICIPATION GROUP**

Monday 16th November 2020

## **Introduction**

Dear PPG colleagues

I hope you and yours are safe and well.

Due to Covid-19, the Rustlings Road Surgery Patient Participation Group has been unable to meet in person. There is unfortunately no prospect of a face to face meeting for the foreseeable future.

This newsletter is to let the PPG know how the practice has been delivering services during the pandemic and to invite views from PPG members. I hope you find it useful.

Jenny Stevens  
Chair

## **Update from the practice**

The practice said a fond farewell to Dr Linnard who retired and welcomed Dr Ness to the team.

Over the last seven or so months we have changed the way we work considerably. Where possible we are managing patient care in telephone assessments, seeing patients face to face when necessary following GP triage. Children's vaccination programmes have continued as normal throughout. Access to the building is limited and managed with an intercom system at the door.

The way the practice has been operating is consistent with GPs across the nation. The purpose is to make sure that primary care stays in place for vital provision (for example vaccinations, acute illness, cancer diagnosis) throughout the pandemic.

During lockdown we had several members of the team shielding at home and we embraced advances in IT and managed to get them setup with laptops at home with access to the clinical system so they could do as much of their work at home as possible. We are very grateful for the staff who took on extra work during this time and continued to come into the practice throughout.

The whole team have worked extremely hard and are facing a further difficult and uncertain six months. The reception team and practice manager have been truly heroic in their work to keep the practice running effectively and efficiently.

The nursing team are now seeing more patients face to face within covid safe guidelines to ensure we can maintain and catch up on programmes such as the cervical screening programme amongst other necessary appointments.

We ran very successful flu clinics on Saturday 26th September and Saturday 10th October and managed to vaccinate hundreds of patients within covid safety guidelines, with very

little queuing and generally good weather!

We have made improvements to the practice with clinical flooring now in the GP consulting rooms, opening up the rooms to additional use and replacement clinical flooring in the treatment room, toilets and kitchen.

We continue to work with our network of practices - the Portervalley Network and through the network we now have access to a pharmacist two afternoons a week, a physiotherapist we can directly book into, a young persons' mental health link worker and an Age UK project is just taking off to support patients 50 and over who may be suffering from social isolation. If anyone would like to find out more about a Community Wellbeing project sponsored jointly by Age UK and the Porter Valley Network, please see attached flyer for details of a Zoom session on Thursday 19th November.

## **Porter Valley Network**

Rustlings Road Surgery is part of a network in the area called the Porter Valley Network. Below is a message from the new Porter Valley Primary Care Network Manager.

*Dear Porter valley Network Patient Participation Group.*

*I would like to take this opportunity of introducing myself as the Porter Valley Primary Care Network Manager. I commenced in post two weeks ago and have been working very closely with Sandra Poore before she leaves. I know you will all want to thank Sandra for the great work for the network she has already completed and wish her well for the future.*

*I am a nurse by background, having qualified almost 35 years ago, I have a background of working in older persons care and working closely with services that sit at the interface of Primary and Secondary care. I am very excited to be joining the Porter Valley network and look forward to meeting and working with the Patient Participation Group in the future, I would be happy to attend any of your forums as means of introduction and please feel free to email me as below if you have any questions or I can support in any way.*

*Elaine Atkin*

*Porter Valley Primary Care Network Manager*

## **Request**

If you have any feedback, suggestions or ideas for the practice or PPG please do get in touch by replying to this email. All comments are grateful received.

## **Thank you**

Thank you for reading this update and I hope you have found it useful.

On behalf of the PPG I would like to thank the practice and all who work there for their tremendous effort and success in delivering services to patients during the pandemic.

We are looking at the feasibility of using Zoom, Google Meets or Teams to run a virtual PPG meeting over the winter. Would that be of interest to anyone? Please do let me know.

Best wishes for a safe autumn and winter.

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