

friends of PARK SURGERY

Autumn 2020 Newsletter



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If you are reading a paper copy of this Newsletter, you can access the online content by scanning images like this with the camera of your Smartphone. Just aim your camera at the code and tap the notification or banner when it appears. It works in the same way as the NHS Covid-19 Track and Trace app.



Norman Hewell

It was with great sadness that we learned of the death of Norman Hewell early in August. Norman was involved with the Friends of Park Surgery, and particularly the newsletter, since the start and our records show newsletters going back to 1993.

Norman was an active member of the Friends Committee and later became a Trustee. He suffered from poor health for a long time but attended every meeting of the Committee until the start of lockdown earlier this year when his poor hearing made it difficult for him to take part in online meetings. In any case, he was determined to take no part in anything to do with the internet and said he had held to this ever since his retirement.

Norman wrote poetry and a collection of his work is available at St. Mary's Church in the Causeway. He donated all profits from sales of this book to the work of the church. He also supported the local Scouts, Trefoil Trust, and Horsham Museum amongst others. He was a Horsham Community Award winner in 2011.

He took a keen interest in the work of FOPS, and after lockdown, when he could no longer take part in meetings, he eagerly awaited copies of the minutes and wanted to keep up to date with what was happening. It was typical of Norman that when he won £250 in the Spring 100 Club Draw he immediately wrote a cheque for £500 and sent it to us as a donation towards our activities.

He will be sadly missed.

EPS4 is being introduced at the Practice

Most prescriptions are now processed electronically – this helps save the NHS money

www.nhs.uk/eps



The NHS is phasing out green prescriptions known as FP10s with the majority of prescriptions now being processed electronically through the Electronic Prescription Service (EPS).

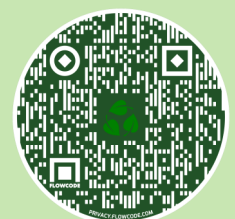
EPS allows prescribers to send prescriptions electronically to a dispenser of the patient's choice – known as their "nominated" dispenser. Whilst paper prescriptions will continue to be available in spe-

cial circumstances, almost all prescriptions will be processed electronically.

If you do not have a nomination of a local pharmacy, you will be given an EPS token.

The EPS token looks similar to the usual green EP10, but will need to be taken to a pharmacy to obtain your medication. Having a nomination will ensure you are able to pick up your prescriptions without needing to collect tokens each time.

The nomination form can be downloaded [here](#)



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Children aged 2 or 3, pregnant women, people with long-term health conditions and those aged 65 or older should get their free flu vaccine



Flu Clinics

are all being held on Sundays this year.

20th September

27th September

4th October

11th October

18th October

8th November

This year, we will be running our flu clinics differently to ensure that we are COVID safe.

- All eligible patients have been sent a letter and should book an appointment in one of the clinics.
- Please book using our online booking services if you are registered for this or phone 01403 330266 Tues to Fri between 10am & 4pm.
- Ensure you bring your letter with you on the day of your appointment. **Please arrive at your allotted appointment time so that we can ensure strict social distancing.**
- It is important that you wear a face mask/covering when attending the appointment.

If you are unable to stand or queue or need assistance from a carer, please tell the Receptionist when booking and we will book you an alternative appointment.

In addition to the categories mentioned above, we will provide vaccinations to

- ⇒ Households who are shielding (on the NHS shielded patient list)
- ⇒ Carers working in a residential home and agency carers
- ⇒ Carers

We know that the BAME community has been affected by COVID-19 and as a practice we encourage anyone in this cohort who is also in the at risk category to book for their flu vaccination.

Please note children aged 2 and 3 years old on 31.8.2020 will be able to book appointments from the 4th October.

We are still waiting for Government guidance on vaccinations for patients aged 50 to 64. Until then we are only able to offer vaccinations to those patients already eligible.

We have produced a video showing how the new process will work. Click on image to View.



How the Practice has evolved in 2020

A review by Dr Jeremy Rafael



Park Surgery has made one of the biggest changes to its' working routine in the history of the practice. Why did it change and how's it going?

British general practice has evolved over the last decade as medicine become ever more complicated, patients are getting far more interventions and treatments which are increasingly complicated. General practice has taken on more of the traditional hospital roles in chronic disease management in an ever ageing population.

Park Surgery like many other surgeries was struggling to meet demand. Patients couldn't get through on the busy telephones and then had a 4- 5 week wait for a routine appointment. Due to the scarcity of appointments the patient had to plead their cases to the poor receptionists, who were forced to make clinical decisions. All of this was wrong.

In late 2019 senior partner Dr David Holwell and Practice Manager Lucy Barber, visited a practice working in a different way. They brought this back to the practice and after much debate we decided we would move over to this new way. Called "**Doctors First**", it introduced a new system wherein "booked" appointments disappeared.

After much planning and preparation the new system went live at Park Surgery on the 1st January 2020 . There were a few sleepless nights: would it work, would it be a disaster?

Very quickly we found it worked! 90% of patients got assessed and "treated" on the very same day. No more waits. The telephones were answered more quickly as no longer did the patient have to plead their case with the receptionist. Rapidly we got feedback from patients; **they liked it.**

THEN, in March 2020 came the COVID 19 Lockdown and surgery visits had to be cut drastically. The whole country was forced to work in this new way, a way Park Surgery had already planned and implemented. As other practices were forced to take on this new way, Park Surgery was already there and was sailing.

So how does it work ?

- Patients ring in; their contact details are taken by the receptionist and they are told they will get a call back that day.
- The doctor telephones the patient and decides whether the "issue" can be resolved over the phone or if not whether they need to be seen and by whom.
- The doctor books the patient a time to attend later that day.
- If appropriate, the doctor can arrange for another health professional to be involved. Park Surgery is expanding its professionals to include nurse practitioners, physician associates, pharmacists and paramedics.

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THE OUTCOME

We have found, to the satisfaction of both clinician and patient, that:

- a large number of enquiries can be dealt with over the phone;
- we can resolve 90% of patient contacts on the same day; and
- most of the rest being resolved over the next day or two.

Feedback from patients is that this has been working well.

But one model can't suit everyone, and we understand that.

Perhaps a patient can't be at home by their phone all day, we've a system of e-consultation, (accessed from our website) wherein an email can be sent in to which we commit to respond within 24 hrs.

We have a system for video consultations and easy-to-use system for sharing of photos (for example of rashes). All of this is within a secure and safe system. And, yes if a patient needs a booked appointment we can do that too, usually within a week.

Park Surgery has always believed in the value of continuity and is one of the few remaining surgeries to have a named GP for each patient. We are committed to the special relationship between patients and doctor that grows over the years. Our new system, gives easier access and can promote continuity of care. We are also publishing each doctors hours and days of working to make contact easier.

We are proud of our new service and see this and the foundation for a successful future. Dr Jeremy Raphael was on LBC radio taking about the changes and success at Park Surgery.

So what are we going with this ? We hope to continue practising wisely and efficiently, whilst and expanding our team of health professionals.

A new efficient, multifaceted and responsive service. Now fit for purpose.

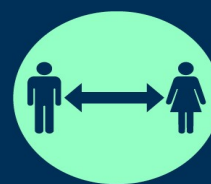
**We must
keep on protecting
each other.**



HANDS

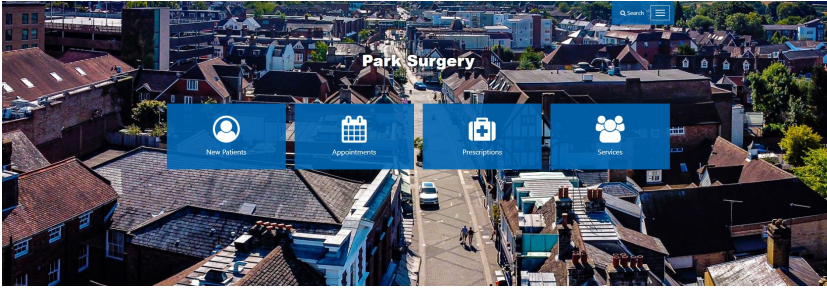


FACE

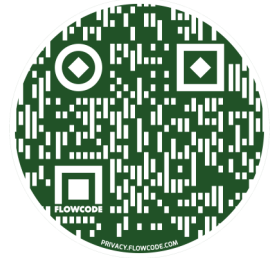


SPACE

Practice News



Park Surgery has a new website www.parksurgery.com, with easier navigation and a modern style.



Sadly **Dr Loganathan** has moved to a surgery closer to home. He has been an excellent doctor to his patients for the last 14 years and also a pleasure to work with. We will miss him greatly and wish him all the best in his next chapter.



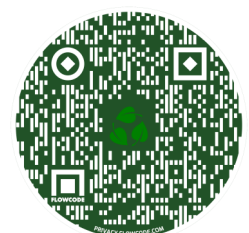
Dr Jessica Udia has joined Park Surgery as a Partner from June and will be taking over a majority of Dr Loganathan's patients. Dr Jessica Udia lives locally, is conscientious, patient focused, very enthusiastic and will be an asset to the surgery.

Your chance to share you views on healthcare in Sussex

The Sussex Health and Care Partnership is made up of local NHS organisations and councils working together to provide the best health and care services for the people of Sussex.

Patients and the public are at the heart of what we do. We strongly believe that involving the public in planning NHS and social care services is key to ensuring that they meet the needs of the population that we serve, which is why we are holding the **Big Health and Care (socially distancing) Conversation** across Sussex.

Click on the picture to visit the website and contribute your views



October is Breast Cancer Awareness Month

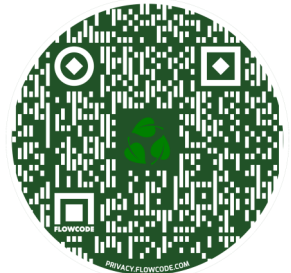


A message from Sumeya Gulan, Practice Nurse

Early detection of breast cancer symptoms saves lives. It is important for everyone, regardless of age and gender to ensure that they are breast aware. Being breast aware in younger women is vital as the National Screening Programme in the UK does not start until women reach 50. Breast cancer is known to have better outcomes than other cancers, and there is a reason for that: **Early diagnosis**.

Coppafeel is the first breast cancer charity in the UK to solely focus on creating cancer awareness amongst young people by providing knowledge and tools to teach people to get to know their bodies. We

should all be checking our breasts/pecs/chest at least once a month. Please use the link below the access information on becoming breast aware and to sign up for free monthly text reminders to check your breasts/pecs/chest. [Click here to view the website](#)



friends of PARK SURGERY

This Newsletter has been produced by Friends of Park Surgery in collaboration with the Practice

Every patient registered with Park Surgery is automatically a member of the practice Patient Participation Group (PPG), which is called Friends of Park Surgery.

What is a Patient Participation Group?



This film explains what a PPG is and what it does.

Friends of Park Surgery acts as the patient participation group for Park Surgery. We also raise funds to help the practice provide services which are beyond the normal funding of the NHS.

If you would like to know more about our activities, please contact us by e-mail on friends.ofparksurgery@nhs.net or provide

your contact details on this [form](#). We can also be contacted via reception at the surgery.

100 Club Draws—Norman Hewell was the recipient of £250 from the Spring draw, and Joy White the recipient of the Summer Draw .

We would also like to hear your views on the style and content of the Newsletter

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NIHR | National Institute
for Health Research

NHS

YOUR NHS NEEDS YOU. HELP US FIND A VACCINE FOR COVID-19.

Join the NHS COVID-19 vaccine research registry.

The new NHS vaccine research registry will help NHS-approved researchers to get in touch with volunteers.

1. Sign up by adding your details to the registry.
2. Researchers will contact you with suitable studies and you can decide to take part or not.

Sign up today:
nhs.uk/researchcontact

  #bepartofresearch

 **BE
PART OF
RESEARCH**

Researchers are looking for people from all backgrounds, ages and parts of the UK, including both people with or without existing health conditions, to take part in vaccine studies. This includes those who are most likely to benefit from vaccines - the over the 65s, frontline workers and those from the black, Asian and ethnic minority communities.

Please sign up today using the website shown above