Update from the practice

Friends of The Nightingale Practice

Feedback meeting

October 2020

How are we keeping patients and staff safe (1)

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In our building

- The waiting area has been arranged to seat 15 patients – socially distanced
- All childhood immunisations are performed on the 1st floor
- Antenatal appointments have a dedicated area in the main waiting room

In our rooms

- We have a **cold room** for patients who need a F2F appointment.
- We have a **hot room** for patients requiring a F2F possible Covid 19 – Separate entrance
- Each room has it's own medical equipment that is cleaned between each use
- Each of the rooms are cleaned between each use

How are we keeping patients and staff safe (2)

Our staff

- Staff work in areas that are socially distanced or have Perspex shields
- Staff wear correct PPE

We support all patients by

- Patients are asked to wear face covering
- Patients are asked a set of questions before entering the building
- Hand sanitizing stations are available on entering and leaving the building

Any questions on keeping patients and staff safe?

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What have we been doing?

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Our services are open. We are here to support you.

- We have achieved our target of 90% for immunising children aged 0 - 5 years (509 children).
- Continuing to provide smear tests: 339 women
- Administered 1,227 blood tests
- 888 flu jabs given
  - To Over 65s: 295
  - To 18 – 64 year olds at risk: 500
  - To 12 – 17yrs: 17
  - To 2 – 3 yrs: 76

How are the Flu Clinics going?

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- We have been working hard to deliver flu vaccinations ahead of the coming winter.
- All flu clinics have been held during weekends.
- We came up with a way of keeping patients and staff safe.
- Feed back via Care opinion has been really positive:

"Nightingale is the best GP I ever had! I just took my 3 years old to get a flu job, and these beautiful people decorated the practice with colourful flags and they were wearing tiaras just to make the experience less stressful for her and actually for me.

"All the staff were wearing tiaras so my little boy was excited to have his turn with the 'queens'!

The nurse told him she was going to 'give his nose "a little tickle" and then quickly administered the spray. They offered my son a choice of stickers which he was really proud of!

"We were then directed out the door via the one way system. Within five minutes we'd been in and out - it was so efficient and safe and well thought-through.

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Any questions on flu clinics or other services?

You told us it could be hard to phone for an appointment

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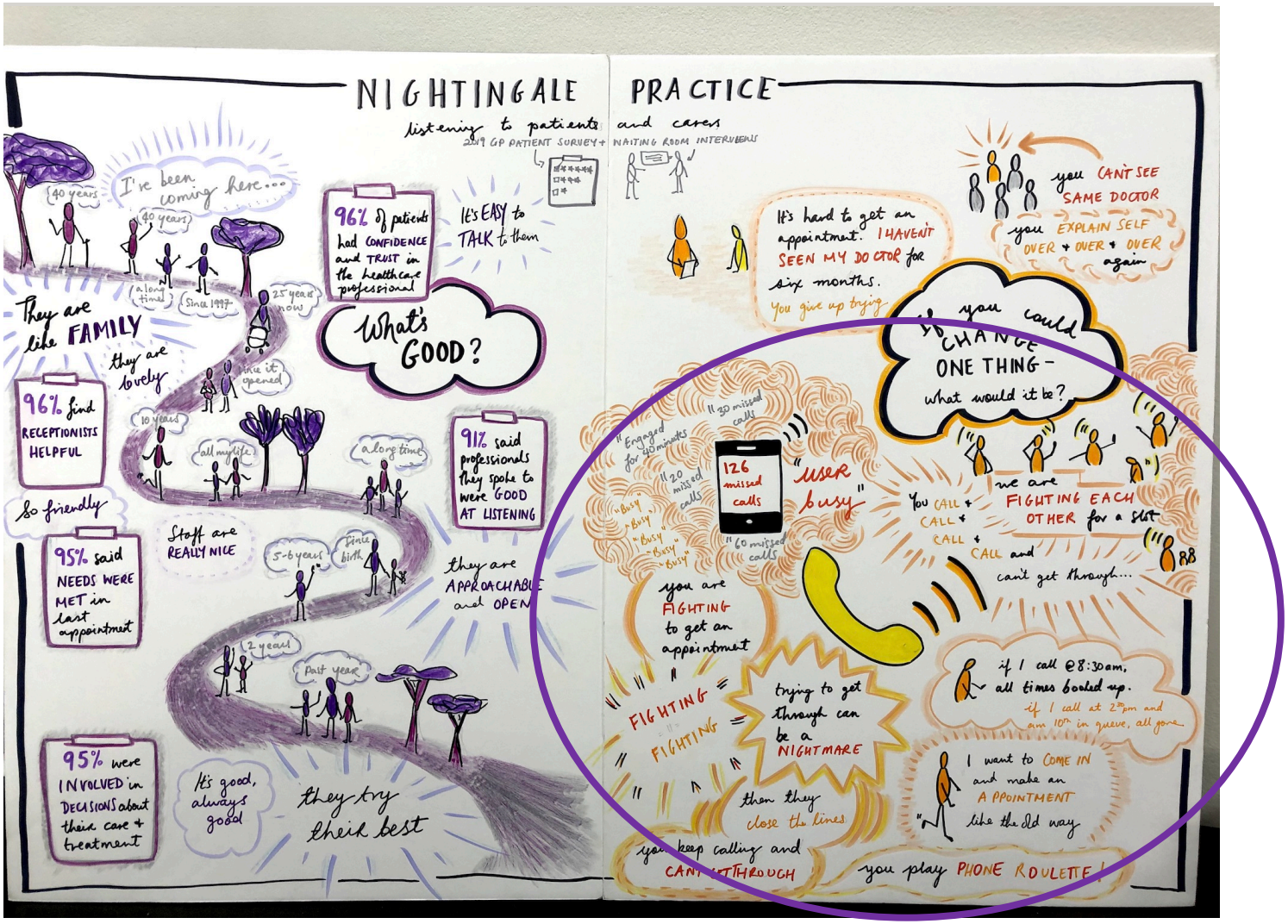

We now have a new appointment system: AskMyGP

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When it started

- New Appointment System started 11th August
- ? Patients have signed up to and used the system

How it is different?

- We now have an on-line appointment system
- In the past, the telephone system was always busy.
- We are now able to answer calls for frail, elderly patients with learning disability or are unable to contact us on-line much quicker.
- Continuity: Oct 78% patients had their request dealt with by their chosen member of staff.

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Any questions on the new appointment system: AskMyGP?

Planning for the winter: our business continuity plan

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Plans to keep our services running this winter

- We have laptops for staff – with safe VPN tokens that allow them to work from home should they have to isolate.
- We ensure that staff work in a safe, confidential area (protocol)
- We then arrange for clinicians to have slots available for clinicians working from home to book patients into
- We have teamed up with Clapton practice to support each other if needed.

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Thank you

for your support of everyone at Nightingale Practice in 2020 so far.