

Annual PMC report for PMCPA AGM December 2020

2020 has seen COVID and a significant impact in the way which PMC delivers patient services. Throughout the pandemic because of the outstanding staff and selfless team work, the Medical Centre has managed to stay open to its patients and patients of neighbouring practices when they could not access their own patient services.

There has been a fundamental change in how we see patients; this is to ensure the safety of patients and staff in a COVID compliant system. Since the COVID pandemic began, 90% of consultations have been conducted on the telephone as we have had to reconsider working in a COVID safe environment to minimise the risk of spreading COVID. Whilst some patients have needed a face to face appointment, the vast number of patients have benefited from telephone consultations that have been very effective.

We adopted a very early use of Personal Protective Equipment (PPE) in the practice, purchased by the Partners, and this allowed us to maintain a good range of services despite the COVID pandemic. We wish to thank many people who donated PPE and other resources during the first wave in March including the ready supply of food. Given the new COVID safe regulations, unfortunately we are now unable to accept unpackaged food and drink items.

New Developments - Primary Care Networks (PCN)

The Pinn Medical Centre is part of Healthsense PCN which is made up of seven other member GP surgeries. Over the last year we have developed close working relationships, sharing learning and good practice. This collaboration and supporting each other also underpinned our ability to remain resilient and able to continue to provide GP services to all our patients in spite of experiencing staff shortages due to COVID infection and isolation regulations.

Consulting with Your GP

It became clear at the onset of the Pandemic in the UK that we in General Practice would no longer be able to continue to see all patients face to face, or a waiting room full of people at the centre potentially spreading COVID infection between each other and members of staff. At the same time the Practice staff were determined to remain open to and care for all our patients (whether Pinn or unregistered walk in) but in a safe manner. So wherever possible and where clinically appropriate consultations were carried out over the telephone, in many cases with patients at home and treatments initiated without the need to physically "see" the patient. With our clinical and reception teams now fully trained to work in this way, and most patients being very satisfied with this way of working and keeping everyone safe, most of our consultations are being carried out on the phone although anyone needing to be physically seen and examined is invited into the surgery under safe COVID 19 working practices. Alternatively we are now also able to carry out consultations by video or texting.

2020 also saw significant expansion in the ability patients to access their clinical records, see their test results or request prescriptions which would then be sent directly by their GP to the patients Pharmacist for delivery.

It is likely that many of these changes are here to stay and keep staff and patients safe going into 2021.

COVID 19 testing and Vaccination:

It is now possible for anyone with symptoms suggesting of COVID infection to present themselves to one of several testing sites (via the NHS website).

With the national roll out of the Covid 19 vaccine being imminent, please be on the lookout for invitations from the Pinn and NHS to come into Harrow designated vaccination sites. We will be starting with the most at risk groups such as Care home residents and people over 80 but the aim is to offer (and hopefully get) at least 75% of our population immunised by Easter. Given that the COVID 19 virus is here to stay and continues to pose a serious threat to life, we would encourage everyone invited to have the vaccine and get protected from this scourge.

Key Milestones

Elderly and Frail Patients

All care homes in Harrow have a delegated lead practice in place and this includes The Pinn which is designed to provide care for a number of care homes. We have a dedicated team to look after this group of patients in the community.

QOF – Quality Outcome Framework

This Framework gives an assessment of the care offered by the practice to patients with long term conditions such as Heart Disease, Mental health issues, Chronic lung diseases and several illnesses, against national standards.

The team has worked hard despite the COVID pandemic to make sure all patients requiring care and taking up the offer of review, received health care that achieved maximum outcomes against national measures.

Childhood Immunisations

Throughout COVID we have continued to vaccinate the children from birth. It is extremely important that the children receive their vaccinations on time and especially during the COVID pandemic. Please contact the Medical Centre for other information about this.

FLU 2020-21

There have been national shortages and delays in the supply of flu vaccinations this year and coupled with the COVID pandemic practices up and down the country we have experienced significant delays in what usually is a well-co-ordinated approach. PMC is working hard to secure supplies so that all patients eligible for the flu vaccine are able to be vaccinated.

Care for Diabetics

Our in-house service reviews most of the patients with diabetes however, there are a small number of patients who have not been reviewed, have declined the offer of a review or have not attended their appointment. Diabetic review is an essential part of caring for people with diabetes to minimise their risk of having serious complications from poorly controlled diabetes. We are lucky to have over 30 years in-house expertise at the practice to support our patients supported by a very able Diabetic Specialist service and hospital staff where necessary. In future, to minimise the necessity for patients to phone into the surgery to make appointments, all patients will be sent pre-set appointments for their check up with their GPs so they are managed in a COVID safe, co-ordinated approach. Going forward, we will be piloting the use of Virtual group consultations in diabetes allowing people with diabetes to share their learning and experiences with each other and our diabetic teams.

Save the WIC

As the partners have mentioned in their report the news of the WIC being saved came just ahead of the COVID outbreak. This has been a massive accomplishment and particular thanks go to Prakash Daswani and the PMCPA Committee members for co-ordinating and exercising such a fantastic campaign. Following a very effective campaign by the PMCPA, neighbourhood counsellors and MP's, The Pinn Medical Centre has managed to keep its 8-8, 7 days a week access to a GP ensuring they are available to both patients registered at The Pinn and those registered with neighbouring practices but are unable to access GP services. Over the last 12 years' the 8-8, 7 days a week service has remained open and has avoided patients unnecessarily attending over-crowded A&E units. The centre particularly played a key role during the first wave of the pandemic in supporting urgent and A&E systems to stay open for ill patients by managing non COVID urgent care at the Pinn. We are at present in negotiations with the CCG in developing a hybrid GP Access Centre at The Pinn Medical Centre in consultation with the PMCPA and local MPs.

We would like to take the opportunity to thank the PMCPA and its Board members for the outstanding level of support that they have given to the PMC and to patients who are frail and vulnerable and who have needed bereavement, transport and shopping services throughout the COVID pandemic.

A special thank you to Joanne Daswani , the retiring Chair of the PMPCA, who for so many years has worked tirelessly in further developing the PMPCA and its team such that this Patients Association is widely regarded as a beacon exemplar of what great looks like for a partnership of patients with their general practice. We wish her and her husband Prakash the very best for the future and we also look forward to working with Kevin Mahon and the Committee going forward. We would also like to say a special thank you to George Bardwell, Secretary and all the members of Board for their dedication and hard work in supporting the PMPCA for so long.

We would also like to thank our local MPs, David Simmonds, Nick Hurd and Gareth Thomas for supporting the Pinn Medical Centre and its walk-in services.

As we go into the escalation of the pandemic in the coming months, we would request anyone attending the Medical Centre to be mindful of the environment and wear appropriate masks, wash hands frequently and maintain social distancing.

PMC December 2020

A message to the PMCPA and our patients from the Partners of the Pinn Medical Centre

As you all know it has been a very difficult time for General practice and the NHS as a whole through the current pandemic. We are very proud of how our staff have risen to the challenge and we are very grateful for the support we have had from the PMCPA and the understanding and appreciation we have had from our patients

The Pinn is lucky to have a fantastic team of receptionists, administrators, our practice manager doctors and nurses who despite any personal risk have continued to care for our patients. The Partners would like to thank them all for their dedication.

When many practices have shut their doors, the Pinn has stayed open 12 hrs a day 7 days a week throughout. We are sorry if it has been difficult to get through to the surgery on the phones; currently this is a nationwide problem in primary care. We are trying to address this and have opened up many ways of communicating with our patients via text, telephone, video consults and email. We urge all patients to make full use of the online prescription service, to check the website for useful information and to let us have your mobile numbers so we can communicate more efficiently.

We appreciate our patients understanding in recognising that for everyone's protection we have to limit footfall into the surgery. For this reason we will continue to do telephone or video consultations as first line, providing face to face consultations where the clinician identifies it as necessary. If you have attended the surgery for your appointment please be aware that once checked in you may have to wait outside for your appointment and the doctor will call you when ready.

Just before Covid hit we were successful in our campaign to save walk in services at the Pinn from imminent closure. This would never have been achieved without the PMCPA support under the tireless leadership of Jo Daswani. Her team helped with petitions, charmed councillors and journalists and persuaded our MP and a member of the House of Lords to bring our case to the decision makers at the highest level of government.

We would like to say a huge thank you to the PMCPA and all our staff and patients who supported the campaign. We thank the PMCPA for all their other much valued activities for which they volunteer their time.

Since Covid hit, at the request of the CCG and to support GP services in Harrow we have had to provide a GP access service (booked appointments service). We have insisted that we continue to provide assessment of any patients walking in to ensure they are dealt with safely and will continue to do so by having a hybrid GP Access / Walk in patient service. Now that Covid vaccines are on the horizon there is some light at the end of the tunnel. The Pinn is working with our Primary Care Network developing a vaccination service that will run out of several sites in Harrow starting with the Pfizer vaccine and this should be starting with the most at risk groups in the next couple of weeks. As soon as the vaccines that are portable are available we will be aiming to vaccinate the housebound and those in care homes.

Another piece of good news is that the practice is delighted to welcome a new partner - Dr Hannah Bundock who joined the practice a few months ago. She originally started as Dr Rudolph's trainee and since then has gained special expertise in care of the elderly and working on the board of the CCG. She brings many useful skills to the partnership.

Lastly the partners would like to say a massive thank you to Jo Daswani who sadly is stepping down from her position as Chair of the PMCPA.

She has put in so much time and effort to the Association. She is always smiling, charming and enthusiastic and leads her team in an inclusive and effective manner. Her insights are well thought out, sensitively expressed and much valued by the Partners. The success of the WIC campaign is in no small part down to her personal efforts (supported by her husband Prakash). Jo, we are hugely grateful for everything you have done for the Pinn and you will be much missed. We wish you all the best for the future.

The Partners and all the staff at the Pinn wish everyone a very Happy and Healthy New Year and please stay safe through the festivities.

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