



## WINDRUSH PATIENTS' NEWSLETTER FOR July - August 2023

***Welcome to the latest Windrush Patients' Group Newsletter.***

In this edition:

- We asked – our Practice replied ....
  - Why is there a delay in the Waiting room?
  - What can I do to help my GP run to time?
  - What is our GP team doing when they are not seeing patients?
  - Phone calls and visits to the Practice on the day;
  - If you are contacting the Practice for a problem on the day;
- Volunteer Driver Service;
- Changes to how highest risk patients access Covid treatments;
- Hospital appointment times;
- Time to get outdoors!
- Your Patients' Participation Group.

### **Why is there a delay in the Waiting Room when I come to see my Doctor or Nurse?**

GPs are often responsible for over a thousand patients alongside seeing those coming in for appointments in the Practice. Urgent calls need to be put through to them from patients at home or from paramedics or hospitals and these calls may be during a clinic session.

As you will know, appointments are usually booked for between 10 and 15 minute intervals. However, patients may have urgent/multiple/ complex problems that take a lot of time to sort out - and we can take some simple steps to help our GPs.

### ***What can I do to help my GP run to time?***

Make a list of problems and then be realistic about what can be covered in the time available (allow ten minutes).

Let the GP know that you have brought a list so that you can both prioritise what can be dealt with in the time available. Let the GP know what you are hoping to cover *as soon as you arrive*.

Tell your GP what you are worried about, what you think could be going on and what you had thought the next steps might be. You can often find information about your problem at [www.nhs.uk](http://www.nhs.uk).

### **What is our GP team doing when they are not seeing patients?**

Please note that there is a lot going on "behind the scenes". They are reviewing results and medications, seeing patients outside of clinic times, phoning patients for remote medical reviews, liaising with colleagues from other allied services and working hard behind the scenes to run the Practice.

In addition, they are running safety checks, such as medication monitoring, running medical research at the Practice, supervising the medications dispensing services, servicing particular populations' groups with medical care (such as diabetics and care home patients).

Your GP needs to deal with hospital problems that are brought to primary care, participate in running vaccine programmes, do home visits, look after patients at the end of life (often in their own homes).

And they are working on initiatives to improve health care delivery, updating and education, medical student and GP training, working with other health partners locally to deliver population health - and working on government imposed targets ...

### **Phone calls and visits to the Practice on the day**

Our Practice aims to deal with clinical problems as quickly and efficiently as possible (in line with the new Government NHS contract). They hope that this will work better for everyone.

There is a shortage of GPs everywhere and they are working with a range of medical professionals to deliver care efficiently and to provide the best service they can.

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### **If you are contacting the Practice for a problem on the day ...**

Please consider whether the problem is too urgent and severe for the GP to manage at the Practice. If this is the case, then you should be seen in A&E directly using 999 if needed. If the problem is not urgent for today and your usual GP is unavailable, it is usually better to arrange to see your usual doctor as they are likely to know you better which helps with continuity and higher quality care.

### **More on this in our next Newsletter.**

On other topics ...

## **Volunteer Driver Service**

The local Volunteer Driver Service urgently needs more Volunteer Drivers to cope with the demand for journeys in your area.

Have you got a car, some spare time and would like to make a difference in your local community?

- You receive 45p per mile starting from your door;
- A flexible way to help your community organised around your availability and preferences.

Please email: [info@volunteerdriverservice.org.uk](mailto:info@volunteerdriverservice.org.uk) for more information.

## **Changes to how highest risk patients access Covid treatments**

If a patient is clinically extremely vulnerable and contracts Covid, they need to contact the Practice to be referred to the Covid Medicines Delivery Units. All Clinically extremely vulnerable patients should have had a letter if this applies.

In line with the recently published NICE TA guidance, patients at the highest risk of becoming seriously ill from Covid-19 may be eligible for antiviral treatments if they have tested positive for Covid-19 and are symptomatic with Covid-19 and showing no signs of recovery.

## **Hospital appointments:**

Please note that the Practice *cannot* influence the timing of hospital appointments unless there is a very significant change in a patient's condition.

## **Time to get outdoors !**

The sun is shining, the birds are singing and all is beautiful in the world 😊 So why not get out there and enjoy it?

Numerous studies say that spending time outside in nature brings incredible health benefits.

- Boost your Vitamin D levels: spending 15 minutes in the sun each day is an ideal way to boost our vitamin D level which is directly related to an improved immune system and a more positive outlook.
- Get a natural immunity boost; by helping you feel more positive and increasing mental health, the great outdoors can help you to build and maintain a healthy immune system and improve your sleep;
- Feel more energised; being outdoors gives the brain a break from everyday multitasking and allows it to form new memories, contributing to higher attention levels and improved mental health;
- Improve your mental health; Getting outside is a great way to feel more energised if you are feeling sluggish – and it can help lift your mood!

Thank you to Age UK for these tips.

**Your Patients' Participation Group** is here for **you**. To contact us then please either pop a note in the Patients' Post Box which is in the Information Area (corner of the waiting room) or e-mail us at [patientgroup.wmp@nhs.net](mailto:patientgroup.wmp@nhs.net). We look forward to hearing from you!