

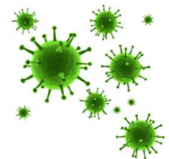
Inspire Health – Patient Participation Group Update



- Changes due to coronavirus.

The last few months have certainly been a bit of a challenge for us and there is still an element of constant change and evolution. From a patient point of view we are very much open as usual and continuing to provide essential patient services although we are currently operating a 'total triage' system for general appointment access. This means all incoming appointment requests are listed for a telephone call from a GP or other health care professional. Some queries can be dealt with remotely saving a face to face visit to the practice, some patients with potential covid 19 symptoms are seen at a 'red hub' site which has been set up centrally for Chesterfield patients, some are asked to come into the practice. For patients attending our practice sites, the appointments will be staggered to avoid too many patients coming into the building at any one time.

Childhood vaccinations have continued throughout and it is extremely important that children are brought for their scheduled vaccinations. Cervical screening, shingles vaccines, learning disability reviews and prioritised annual chronic disease reviews have re-commenced.



For all long-term condition annual reviews, these are being assessed based on clinical priority. Unfortunately for some patients with less urgent need and less risk of complications associated with their condition, this will mean a disruption to the usual routine for some time. The practice will contact patients to attend when necessary but of course patients should contact us should they have a new problem or a new concern relating to their long-term condition.

We have implemented various strategies to keep our administrative and clinical workforce safe, including individual staff risk assessments, deployment of IT to allow working from home when necessary and changes to the way we organise meetings and staff training. We have so far been very lucky and managed to maintain enough staff to keep services running despite the need for numerous people to self-isolate. The majority of patients seem to have been very understanding of the whole situation and we are grateful for everyone's support and cooperation.

- Flu vaccination programme
We are beginning to think about flu clinics for the Autumn/Winter this year, National Guidance giving any major changes to the usual flu requirements are awaited and we expect these within the next few weeks. Flu clinics are going to be a challenge! Patients should probably expect some changes to the way the clinics have historically been conducted.
- Changes to management staff
We have a new Organisation Manager set to join our team at Inspire Health from 1st September 2020, Mr Rick Gooch. Rick joins us from a general practice in Mansfield so will bring a wealth of experience with him. He will join our existing team (Janette Moran-Business Manager, Amy Corwell and Lisa Pickering- Operations Managers). Rick is looking forward to meeting and working with the PPG members.
- Building work at Avenue House site
Frustratingly for us all, building work is still not finalised with coronavirus and the lockdown situation adding further delays. We are now progressing with our plans to incorporate a pharmacy alongside the reception area and hope that very soon we will see some developments.
- On-line access for patients.
NHS England require all GP practices to have an on-line access platform giving patients an option to contact their surgery electronically. Our current 'System On-Line' access does not meet the national criteria and therefore we have been exploring various options. Our chosen system must be one supported and funded by our local clinical commissioning group.



The practice has taken the decision to use 'Footfall' which can be used as part of the practice website enabling patients to contact the practice electronically for various queries, actions and advice. We await guidance from the suppliers of the software and envisage that the deployment will take a few months as the system must be tailored to practice specific requirements. We will seek input from our PPG members once the detail becomes clearer.

- Local Primary Care Network
NHS England has asked that local GP Practices begin to work together in groups and these groups are called Primary Care Networks (PCNs). Inspire Health is a member of the Chesterfield and Dronfield PCN. National funding is being allocated to PCNs across the country to allow additional recruitment of various new Healthcare Professionals who will then work across a group of practices. In Chesterfield we are working towards additional Pharmacist capacity and this will be a much needed resource for practices. We will keep you posted as things progress within our local PCN.

- Repeat Prescriptions

Due to the risks associated with coronavirus, the default position for all routine prescriptions will be to send these electronically to a nominated pharmacy. This decision has been taken based on NHS recommendation and to minimise patients coming into the practice.



- Cross site working

Some of our GPs and Nursing team are currently working across all sites within Inspire Health. This has been necessary during the coronavirus crisis for various reasons and may mean that you see a different doctor or nurse if you attend your usual GP surgery site.

We may continue some cross site working once things return to normal if it works well. We have a lot of planning to do for our services moving forwards and all practices across the country are keen to look at new and effective ways of working.