

# Patient Participation Group (PPG)

# Holbrook Surgery Newsletter

Summer Issue

August 2021

Welcome to Summer 2021 Edition of the Holbrook Surgery PPG Newsletter and in particular a warm welcome to the many new members that have joined us during the past few months. We hope you enjoy and find the newsletters both informative and interesting. Please let us know if there are any issues you would like to know about and we will do our best to include an article in a future newsletter.

If you know of friends or family who are patients of Holbrook Surgery and would like to receive the newsletter, please contact us on [holbrookppg@gmail.com](mailto:holbrookppg@gmail.com)

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## Access to NHS Primary Services



Covid-19 has changed all our lives not least the way we access NHS primary care services. The need to limit face-to-face contact to avoid infection has meant us all getting used to talking to our GP on the telephone rather than going to the Surgery. Although our GPs have continued to see a lot of patients face-to-face, the general experience both for the GPs and patients is that actually a lot can be dealt with over the telephone. The GPs are going to build on this new way of working and there are a number of new NHS on-line systems to support this. **From 6<sup>th</sup> September, each GP at Holbrook will be seeing 10 patients face-to-face [currently eight] plus 23 telephone consultations every day. If there is a clinical need more patients can be seen face-to-face. This means that our GPs have significantly more patient contacts than before Covid.**

Unless it is an urgent situation the system now is that if you want to consult with your GP they will generally speak to you on the telephone first. If your need cannot be dealt with on the telephone the GP will arrange for you to have a face-to-face appointment. As well as telephoning the Surgery you can also now book a telephone consultation by using the Surgery's online system or the NHS App. If you can use these systems, we would actively encourage you to use them as it will enable the Surgery to manage appointments more efficiently and take the pressure off the receptionists.

To access the online system, you need to download a form to complete and take this to the Surgery with verification of your identity. This enables you to book appointments, request repeat prescriptions, see your test results and also provides a summary of your medical history. This will also give you access to the NHS App which has similar functions and also importantly, if you have been vaccinated, your NHS COVID Pass.

For all the details about the online system and the NHS App see the attached link to the Holbrook Surgery's website <https://www.holbrooksurgery.com/doitonline.aspx>.

For further information about the NHS App you might also like to look at this

<https://www.nhs.uk/nhs-app/>

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Holbrook Surgery Newsletters are produced by your PPG in conjunction with the practice doctors. If you no longer wish to receive electronic copies please notify the PPG at [holbrookppg@gmail.com](mailto:holbrookppg@gmail.com) and your details will be removed from our data base

PPG Committee Members: Nick Longdon - Barbara Blamires - David Hawkins - David Searle – Ann Valentine

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## **e-Consult**

In addition, there is also e-Consult. This can be accessed via the Surgery's website <https://holbrooksurgery.webgp.com> or through the NHS App using the 'Ask your GP for advice' option. You will be asked for your symptoms, etc. This will then be passed to the Surgery and will be dealt with by one of the GPs. (You can choose your own doctor if you wish). You will then receive an email to tell you when you are going to be telephoned by the doctor to deal with the problem. This gives the GP time to consider your issues in advance of calling you. Your contact will be dealt with during surgery hours, but you can send your request outside these times. The feedback that we have received from patients is that this is a good system.

## **NHS LIVI App- See a Doctor by Video**

There is also the new NHS LIVI App which you can download from the App Store or Google Play. This gives you online video access to an NHS GP [not from Holbrook]. You can book an appointment Monday to Friday 7am-10pm Saturday and Sunday 8am-10pm. The GP will have access to your records and can send a prescription to the pharmacy of your choice. All details of the consultation are passed to the Surgery. This service is proving very popular, and it may not be possible to get a same day appointment.

Please note you cannot access this service if you have opted out from sharing your records with other organisations.

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## **NHS 111 First**

NHS 111 First now offers a single point of access to urgent care, with escalation to the A&E at East Surrey Hospital if required with bookable time slots for the same day emergency care, the Urgent Treatment Centre [UTC] at Crawley Hospital, urgent out of hours primary care, community services and mental health.

### **Key messages**

- If you think you need A& E contact NHS 111 first unless it is a medical emergency when you should call 999.
- If you go to A&E or the UTC without an appointment, you will be assessed in a timely way by a clinical member of the urgent care team and will receive emergency care and treatment if you need it. If your healthcare needs are not urgent, you may be invited to contact NHS 111 at the hospital to be directed to the most appropriate healthcare setting for your needs
- In addition to supporting patients to receive the most appropriate help and support, this also helps to reduce the number of people waiting in health services – reducing the spread of COVID-19.

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## **Message from Holbrook Surgery**

**There are a lot of new ways and choices in the way you can now consult with a GP! It is important to say that the Surgery is keen to stress that patients who don't have access to the internet or don't feel confident in using it will not be disadvantaged and also that the Practice Nurses are continuing to see patients face-to-face as before.**

**We hope this information is helpful. The PPG would be very interested to receive feedback on how all these new systems are working and will be happy to seek any clarification from the Surgery if there are any issues.**