

## Manor Park Virtual PPG - August 2020

**Sent to all members via email (unless otherwise specified)**

Hello Everyone,

I would like to start this update by extending all our hopes that you and your families are keeping safe and well during in these difficult times.

Please remember the practice is here to support you with all health concerns as normal so please do not hesitate to contact us.

### Practice News

Since our last virtual communication in May there have been some changes to the practice and how we are seeing our patients.

The surgery is now closed to all patients who do not have a pre-arranged appointment. We are asking all patients to wear facemasks before entering the building for appointments as well as making use of our hand sanitisers at the new entrance.

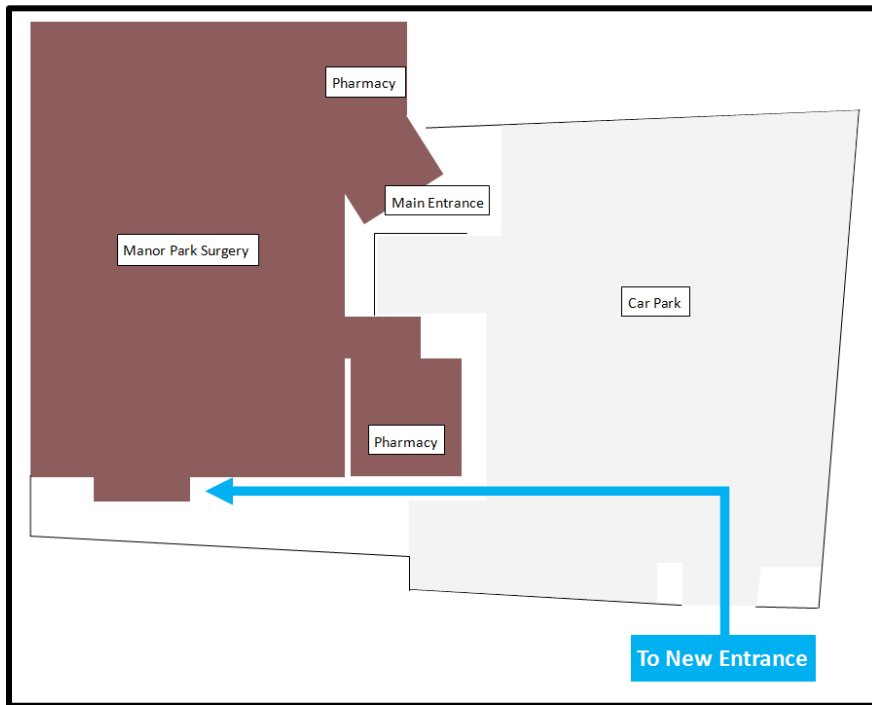


We are also asking all patients before entering the practice if they have any symptoms relating to Coronavirus or if a member of their household is currently self-isolating or have recently tested positive to coronavirus.

We have new signage in the car park and on the building and are informing patients of the new entrance when arranging all appointments.



We are directing people to the left side of the building and letting patients in and out of a secure fire door.



Our Care Navigators are wearing masks when speaking to patients through the window.



Our waiting room has had chairs removed to allow for 2 metres in between any patients who might be waiting for appointments. The allocated space for the chairs has been marked by tape to ensure these are not moved.



There is an allocated area for “Shielding” patients to ensure they have minimal contact with other patients and staff and will be seen in our Ultra-Cold clinic.

Ultra-Cold clinic - For patients who are still shielding due to certain health conditions or medications they might be taking.

Cold Clinic – For patients seeing a clinician face to face but checked before appointment that they have no symptoms of coronavirus.

Hot Clinic – For patients who need to be seen urgently and may have symptoms of Coronavirus. Seen in carpark with full PPE.

Our GP appointments remain (in the first instance) as telephone consultations. If the doctor feels you need to be seen face to face, they will allocate you a specific time slot to be seen safely within our “Cold Clinic”.

### Staff Changes

**New Nurse** – We have employed a new nurse called Nicole. Nicole is fitting in well at the practice and is already seeing patients.

**Care Navigators** – Kelly left the practice on the 21<sup>st</sup> July for a more clinical role within our network. We are very sad to see her go but know she will be brilliant within her new role.

Amanda has also left for pastures new. We wish her the very best of luck.

We are currently recruiting two new care navigators to ensure we have adequate cover.



## Primary Care Network – The Hub

As part of our network, the hub continues to offer our patients appointments. These are mainly being conducted over the telephone but are available for our patients to book into.

Community Wellbeing Advisors	Available to patients to discuss debt, housing and other issues within the community.
Healthy Minds	Available to support our patients with mental health and depression.
EA Pharmacy & Network Pharmacists	Can be booked into for medication reviews or queries to free up GP time.
Clinical Practitioners (Paramedics)	Conducting home visits to our vulnerable patients.
Shielding blood clinics	Held at Calverley Practice. Safe environment for those shielding to attend for blood tests.
Carers Leeds Clinics	Support for those patients who are carers.
Linking Leeds	Available to link patients with a wide range of services to improve social, emotional and mental wellbeing.
EA GP appointments	GP appointments available at weekends and evenings.
Sexual Health Clinics	Can be used for coil and implants.
Live Well Nurse	Francene supports our frail patients with welfare checks and supports them at home.

Please contact the practice to enquire and book an appointment with any of the services above.

## Primary Care Network

Rebecca Overend is the Operations Assistant & Community Development Co-ordinator for our PCN (primary care network). She recently sent around this communication encouraging all members of the various practice's PPG groups to join in on the following virtual meeting.

Here is Rebecca's message in case you missed it:

West Leeds Primary Care Network consists of seven GP practices in our locality and around 67k patients:

Robin Lane Health & Wellbeing Centre

Manor Park Surgery

Hillfoot Surgery

Mulberry Street Medical Practice

West Leeds Family Practice

Sunfield Medical Centre

The Gables

I am contacting you as you sit on your practices Patient Participation Group and I will be soon hosting a Network wide PPG to discuss our practices collectively, aiming to work more collaboratively together around issues that affect our community and general practices.

The PPG will be held virtually via Zoom on **Tuesday 29<sup>th</sup> September** at **12.30 noon**. An agenda and invites will be sent nearer the time, if you are interested in joining this virtual PPG please send me an email (address below) and include your name and the name of the practice you attend. If you have any items that you would like to discuss then please also include them in the email.

I look forward to (virtually) seeing some of you soon!

Many thanks

Rebecca Overend

Operations Assistant & Community Development Co-ordinator

West Leeds Primary Care Network

Tel 0113 257 4169

[Rebecca.overend@nhs.net](mailto:Rebecca.overend@nhs.net)

## Flu Clinic

We will be kicking off our flu season with clinics starting in September. We will be targeting our patients who are 65 and over in the first instance and then calling in our other “at risk” groups of patients.



The clinics will be held in the carpark to minimise footfall into the practice. We will be requesting that patients arrive as close to their appointment times as possible, wear face masks/coverings and maintain social distancing with other patients.

Please contact the practice to arrange your appointment if you are over 65. We will be contacting our patients by telephone to get these appointments booked.

## Support

We genuinely hope everyone is keeping safe and well and understand these are unprecedented and upsetting times which are affecting us differently.

There is so much support out there for us all to use. Here are some services you may find useful:

- Coronavirus LCC HelpLine - If you' are unable to leave the house due to the COVID-19 Virus pandemic and you're worried because you don't have family or friends who can help, please contact Leeds City Council on 0113 3781877 and you will be matched with a local volunteer.
- Anyone who feels they can volunteer for a range of different roles dependant on availability and preference, by visiting [doinggoodleeds](http://doinggoodleeds) or emailing [info@val.org.uk](mailto:info@val.org.uk) or calling 0113 2977920
- Coronavirus and your mental wellbeing

<https://www.mind.org.uk/information-support/coronavirus/coronavirus-and-your-wellbeing/>

0300 1233393

- NHS UK

<https://www.nhs.uk/conditions/coronavirus-covid-19/>

- Citizens Advice

<https://www.citizensadvice.org.uk/health/coronavirus-what-it-means-for-you/>

- High Risk Patients

If you do not have contacts who can help support you go to [www.gov.uk/coronavirus-extremely-vulnerable](http://www.gov.uk/coronavirus-extremely-vulnerable) or call 0800 0288327, the Government's dedicated helpline.