

# Kings Corner Surgery



Welcome to our Kings Corner Surgery (KCS) Winter Newsletter 2020

This newsletter is longer than usual as there is a lot to cover with Covid 19 and the impact it has had, and is having, on so many.

The PPG (Patient Participation Group) would like to thank all of the team at KCS for their unwavering support during what has been a very challenging time. Each and every team member has worked beyond the call of duty to keep us, where possible, safe and well.

Thank you to the team at the surgery for putting the following content together, which we hope you will find informative and enjoyable to read.

## Content:

Covid 19 Update

Covid Vaccinations

NHS 111 Covid/Testing

Appointments

Face Coverings/PPE

Health Reviews

Visiting the Surgery

Blood Tests

Repeat Prescriptions

Referrals

Cancer Screening

Travel Services

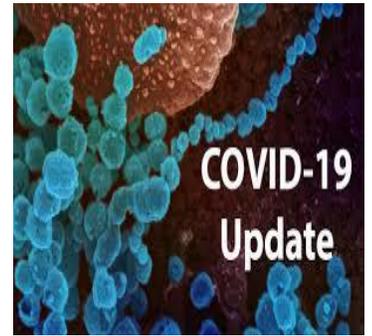
Flu Vaccinations

Primary Care Mental Health

## Covid 19

The global coronavirus (COVID-19) pandemic has prompted a number of changes at Kings Corner Surgery, many of which are likely to become a new and permanent way of working.

When the COVID-19 pandemic hit us in March 2020 we were asked by NHS England to remotely triage all patients before they attend the surgery, as it became essential to minimise face to face contact with patients, reduce the time spent by patients in the practice, protect patients and protect the NHS workforce.



We were obligated to comply with the strict NHS guidance on infection control and cleaning regimes to minimise risks of transmission of COVID-19 infections. In practice this meant immediate, thorough cleaning and decontamination of any areas that come in contact with patients. This additional and essential cleaning routine would need to be done between patient appointments, and thereby require extra resources in terms of time and labour. To mitigate this risk, we therefore had to manage the areas that patients come in to contact with so that we could see as many patients as possible in a safe way. This resulted in the closure of some non-clinical facilities such as the waiting room and toilets.

We have worked all through the pandemic to develop these changes after very careful thought, with the aim to ensure that we minimise the risk to both patients and staff, and have sufficient staff to provide a safe service.

## South East COVID-19 Vaccination Communications

The vaccine will be given in order of priority to those at highest risk first. You will be contacted by the NHS when it is the right time to come forward. **Please do not contact the Surgery or the NHS to seek a vaccine before then.**

### Priority Groups:

1. Residents in a care home for older adults and their carers
2. All those 80 years of age and over and frontline health and social care workers
3. All those 75 years of age and over
4. All those 70 years of age and over and clinically extremely vulnerable individuals (excluding pregnant women and those under 16)
5. All those 65 years of age and over
6. All individuals aged 16 years to 64 years with underlying health conditions which put them at higher risk of serious disease and mortality
7. All those 60 years of age and over
8. All those 55 years of age and over
9. All those 50 years of age and over
10. Rest of the population (priority to be determined)

### Where will I be vaccinated?

Given the current requirements for social distancing, and the number of people covered, you will be asked to attend an approved location, such as another NHS building or designated vaccination centre that will enable people to be vaccinated safely.

### NHS 111 / Covid Testing

Remember that you can also get advice and support for urgent health problems from NHS111, either by phone or online (111.nhs.uk) 24 hours a day, seven days a week.

If you think you may have coronavirus, you can now get a free NHS test. If you need medical advice about your symptoms then contact NHS 111 online - <https://111.nhs.uk/covid-19>.

Find out more about the testing options and how to access them here: <https://www.nhs.uk/conditions/coronavirus-covid-19/testing-and-tracing/get-an-antigen-test-to-check-if-you-have-coronavirus/>

## Appointments: The way you receive medical care has changed

NHS England has asked that all practices triage all patient appointments.

KCS has adopted online consulting via e-Consult and text messaging in line with national guidance. e-Consult can be accessed via our website [www.kingcornersurgery.co.uk](http://www.kingcornersurgery.co.uk)

Patients are advised to contact the practice via e-Consult and only phone the practice if this is not possible. Appointments will initially all be on the telephone and in some cases a video consultation following this. You may also be asked to send in photos of your health complaint if it is appropriate.

You will only be invited into the surgery if the GP or Nurse feels they need to see you face to face; if it possible to help you without a visit to the surgery then that is what will happen. If you are asked to come in to see the GP or Nurse, then your appointment duration will be shorter than in the past. This is because they will have already spoken to you on the telephone and have collected important information. It is important for safety reasons to minimise the length of time you are in the surgery.

## Visiting the surgery

You should only visit the surgery if you have been invited in for an appointment or asked to bring a sample. For all other reasons you should use the online services via our website or telephone.

When visiting you will find the doors locked but the practice remains open between 8:00am and 6:30pm, Monday to Friday. You should wear a face covering, and upon arrival should use the intercom at the front door to speak to the receptionist. You should expect to wait outside until the GP or Nurse is ready to see you, at which time you will be allowed to enter the building and proceed to the consulting room without touching anything. When you enter you must use the hand gel available to disinfect your hands.

## Face coverings / Personal Protective Equipment

If you are asked to see a GP or Nurse for a face to face appointment, you should expect to see them wearing a visor or goggles, mask, apron or gown and gloves. This can be unnerving, especially for small children. Please be prepared for this and be assured this is done for your and our safety.

When you visit the surgery, you must now wear a face covering or mask before entering. A face covering helps protect you and us. Information on how to make one can be found here:

<https://www.gov.uk/government/publications/how-to-wear-and-make-a-cloth-face-covering/how-to-wear-and-make-a-cloth-face-covering>

## Health reviews

If you have a long-term condition, for example diabetes, asthma, COPD or hypertension, it is important that you are still reviewed. Our nurses will be completing reviews using a combination of online questionnaires and telephone calls, some patients may need to attend the practice for elements of the review and the nurse will arrange an appointment if necessary.

## Blood tests

Blood tests will still be provided where there is an essential need and by appointment only. 'Essential' is defined as those blood tests which guide management decisions for certain ongoing conditions, and which cannot be postponed without causing, or potentially causing, significant harm to the patient. For example, this includes blood monitoring for medicines such as Warfarin (INR) or DMARDs. Appointments for blood tests that we consider essential will be done at the surgery and will only be available up to 4pm.

Well patients, who are not showing Covid-19 symptoms, requiring routine blood tests may be sent a blood form by text and can alternatively book an appointment at: -

- Berkshire Primary Care Extended Hours Service in Bracknell – book via Reception at Kings Corner
- Heatherwood Hospital – Pre-booked appointments only. Bookable on-line at: <https://www.fhft.nhs.uk/bloodtestbooking>

## Repeat prescriptions

Repeat prescription services have not been disrupted but all repeat prescriptions are now sent electronically to your chosen pharmacy. If you haven't already done so, please let us know which this is. We would ask that you do not bring paper repeat requests to the surgery but instead, if you can, please make any request for a repeat prescription via Patient Access or the online request form on our website [www.kingscornersurgery.co.uk](http://www.kingscornersurgery.co.uk)

## Referrals

The surgery is now able to refer patients to secondary care for further investigation and opinion if the doctor considers it necessary. While we will make your referral without delay, we are unable to manage the waiting time once the referral has been made. You may need to allow longer than normal for your appointment with a specialist.

## Cancer screening

NHS cancer screening services are still being provided and if you are invited to take part in bowel, breast or cervical screening it is important you attend for your appointment.

## Travel services

We are no longer providing travel advice or travel vaccinations while our services are impacted by the coronavirus (COVID19) crisis. Travel services are not an essential service and are considered an additional service under the NHS.

As it is not compulsory that they are provided we have taken the decision to suspend these in order to continue to safely provide as many essential services as we can. It may be some time before our travel services are restarted and we would advise our patients to seek another provider for their travel needs.

## Flu Vaccinations

One of our biggest challenges was how to safely run flu clinics. Kings Corner Surgery was not built with a pandemic in mind, and the layout of our building combined with social distancing and COVID-19 infection control rules was causing us a major problem.

We discussed safety constraints and concerns as Ascot Primary Network, and thought we had a solution! The plan was that the 4 Ascot Practices could use Ascot Race Course to deliver drive through flu clinics for all our patients - which sounded very exciting! However, at the last minute the race course sadly was no longer an option, and it was down to each practice to arrange and deliver flu clinics at our own sites.

After the initial panic we calmed down and started to brainstorm ideas of how we could safely deliver the flu vaccinations to the large number of eligible patients without having to work every weekend and night until the end of the year!

Finally we had a plan that looked like it would work. The first item on the to do list was to have a gate made in our side fence, and luckily one of patients came to our rescue and within a week the fence was cut, the gate was fitted and the back garden levelled. Next research began in to ramps and non-slip matting and Amazon delivered!

Now we had a new safe entrance for our one-way system through the practice, but there was another challenge - how do we cover the patients notes that decorate every wall in reception? Again, Amazon came up trumps with some nice NHS blue banquet roll which we stapled to the shelves to hide the records.

We had worked out how the patients were going to enter the building, and giving the injection was the easy part, but we still needed to work out how to organise and manage the patients so they knew where to go.

After lots of sign making, photocopying and laminating we had a selection of posters to direct and provide safety advice to patients. We then looked at the patient journey from arriving at the surgery to having the flu jab and exiting the building and set up 5 check points, all to be manned by practice staff/volunteers.

After a few sleepless nights the clinic dates were set, patients were invited and the staff who were able to help were briefed – we were good to go!

The clinics were full and ran very smoothly with very positive feedback from patients: -

*The flu clinic was well organised and ran like clockwork!*  
*The flu clinic was efficient, courteous, safe and with the best professional attention – so well done!*  
*Well organised and sign posted*  
*Easy to walk through*  
*No wait*  
*I was so impressed with the efficiency of the flu clinic. It was fantastic & ran so smoothly!*

**We would like to say a special thank you to all our staff, and volunteer, who worked extra hours at the weekends to allow us to deliver the flu clinics. Also, a huge thank you to the local businesses, and patients, who provided us with a fabulous lunch to keep us going! 😊**

Would like to say a massive thank you to those that helped supply a truly yummy lunch to all the staff at kings corner surgery today whilst they worked all day providing their wonderful patients a very well organized flu clinic...special thanks to Bev, Gita and Elaine 😊 xxx



## Primary Care Mental Health

The covid-19 pandemic is having a significant impact on people’s emotional wellbeing and mental health. More people are presenting in crisis with severe anxiety, depression and suicidal thoughts, including vulnerable individuals not previously known to health and care services. Local population data indicates that economic pressures arising from Covid-19 restrictions are growing and we are seeing a corresponding increase in people accessing Primary Care with depression, particularly within young adults from more deprived communities.

It is critical that we remain alert to changes in people’s emotional wellbeing and mental health and spot suicide risks. The information below provides a reminder of things to consider and useful resources.

**HIGH RISK GROUPS**

- History of self-harm
- Men, particularly of middle age
- Men and women aged 69+
- Black and Minority Ethnic Groups
- People in contact with mental health services
- People in contact with criminal justice services
- Unemployment
- Specific occupational groups (vets, doctors, nurses, farmers and agricultural workers, low skilled workers)
- Lesbian, Gay and Bisexual and Questioning (LGBTQ)
- Carers
- People misusing drugs and/or alcohol
- People with long term conditions
- People bereaved by suicide

**Recognising when someone might be at risk of suicide**  
you may see, hear, feel or sense these

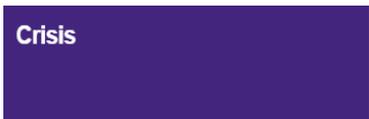
- withdrawing from others
- feeling hopeless
- increased alcohol and drug use
- anxiety, agitated or restless
- unusually calm
- self-harm
- dramatic mood swings
- feeling unbearable pain
- feeling like a burden
- impulsive behaviour
- change in sleeping habits
- isolating oneself
- giving things away
- talking, writing or thinking about suicide

**Support if you or someone you know is struggling**

- Stay Alive App
- TALK TO US: 0800 915 4644
- Text SHOUT to 85258

Call our Mental Health Crisis Helpline 24 hours a day, 365 days a year for mental health advice and support. More information at [www.sabp.nhs.uk/help](http://www.sabp.nhs.uk/help)

If you or someone you know is experiencing a mental health crisis, it’s important to get help quickly. Find your local crisis services by getting in touch with either of the following:



Provides support to people with common mental health problems in **North East Hampshire and Farnham** including timely treatment for perinatal and military veteran referrals. The service offers treatments for stress, anxiety, low mood, depression, panic, phobias, OCD.



### Talking Therapy

If you live in Surrey Health Talking Therapies is delivered through 5 providers.

## [East Berkshire](#)

Berkshire Healthcare Trusts IPS service is available to patients open to secondary mental health care (Early Intervention in Psychosis (EIP) or Community Mental Health Team (CMHT) services)

### **#Coping** Family life during the lockdown

#### **#Coping guides**

To support the wellbeing of children and young people during the coronavirus pandemic, we have put together three concise guides for parents and carers and for children and young people themselves. The guides list some of the best reliable and free sources of information and advice to help children and young people and their families to cope with life under lockdown.

### **#Coping** Five Ways to Wellbeing

#### **East Berkshire**

[Primary School Children](#)

[Secondary School Children](#)

### **#Coping** Young persons' guide

[East Berkshire](#)

## **Don't put off contacting us**

**While our doors may be locked, Kings Corner Surgery remains very much open.**

If you are worried about any changes in your health, notice any changes in an existing condition or new symptoms, please contact us without delay. Although many services have been impacted, referrals to investigate suspected cancer are still being dealt with as a priority.

Please be aware that the volume of telephone calls we are receiving has increased substantially and at times the telephone lines can be extremely busy. Our reception staff are working very hard to answer the calls and we would appreciate your patience.



**Thank you for your understanding and patience during these challenging times.  
If you have any concerns about your health – the surgery is there for you!**

**If you would like to contact a member of the Patient Participation Group to give feedback on this newsletter or any other feedback generally, please email Sally Hanson (Chair, Kings Corner Surgery, Patient Participation Group):**  
[s.hanson737@btinternet.com](mailto:s.hanson737@btinternet.com)

**Wishing you a happy, safe and healthy Festive Season.**

**Kings Corner Surgery  
&  
Kings Corner Patient Participation Group**