

Patient Participation Group

Our Patient Participation Group meetings are currently suspended until further notice. However, we are looking into holding some virtual meetings in the future. For more information about our PPG please see our website or email ppgharbourside@mail.com. Please do get in touch and let us know if you have any ideas for how we can make things better for our patients during Covid-19.

Harbourside Newsletter 2020: Coronavirus Special Edition

I have been a patient at this surgery for around nine years now and I have always found the staff, from receptionists to nurses to GPs, to be very helpful. During my latest visit to the asthma nurse, having had a persistent cough for a few weeks, the service I received and the effort to make sure I got the treatment I needed could not be faulted. Even though the staff were under increased pressure due to the ongoing coronavirus concerns, their professionalism and empathy shine through. www.nhs.uk_March_2020



Your NHS GP staff have to work to keep you safe when you need it. Don't risk their safety or yours. Stay at home unless completely necessary



NHS econsult

Stay home Save the NHS Save lives



CORONAVIRUS STAY ALERT TO STAY SAFE

STAY ALERT CONTROL THE VIRUS SAVE LIVES

Practice News

- Nurse Jo Pullin retired from the Practice on Friday 1st May—we wish her lots of rest and relaxation for her retirement!
- HCA Laura Horsman left our practice on Tuesday 5th May —we wish her all the best in her future endeavours!
- Our Apprentice Ashleigh has now passed her Business Administration Apprenticeship. She has been a huge asset to our administration team and we would like to wish her every success in all that she does! Her last day with us is Friday 26th June.
- We have a student nurse, Lilly, on placement with us for 7 weeks. It's possible you might see Lilly if you have an appointment with one of our nursing team.

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Prescription box

Please use this external post box when dropping off repeat prescriptions, or alternatively please email:

Bnssg.harbourside.prescriptions@nhs.net

CQC Rating: GOOD

If you have any feedback about the content or ideas for future issues of our newsletter please speak to Reception. If you would like to receive a copy by e-mail please e-mail us at reception.harbourside@nhs.net



Please follow us on twitter
[@harboursidefam1](https://twitter.com/harboursidefam1)



when it's less
urgent than 999

Please visit our website: www.harboursidefmp.nhs.uk

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Operating Safely during Covid-19

We would like to update you on what you can expect from us in the next few months. Please check our website www.harboursidefmp.nhs.uk where we will update you as and when things change.

During the height of lockdown, it was important for us to prioritise the healthcare of our patients at greatest need. This meant that we had to put a lot of our routine work on hold. We would like to thank all of you for your support over the last few months. All of our patients have been incredibly thoughtful in only contacting us for urgent problems over recent weeks.



We are now in the position to gradually re-start our routine work on a phase by phase basis. As the lockdown has gone on for so long, it will take us some time to get through all the routine appointments that have been put on-hold, so please do bear with us.

In line with NHS guidance, we are still trying to minimise the number of patients that we see in the practice to reduce the risk of transmitting infection. In order to do this we have adopted telephone and video consultations as our default way of delivering care. However, if after speaking to a patient a doctor feels that they need to see a patient in person to examine them, they will request that patient comes down to the surgery to be seen.

We are sure it can't have escaped you about the importance of wearing Personal Protective Equipment (PPE). Please could we request that all patients who are asked to come into the surgery bring their own face coverings with them. This could include a scarf, fabric mask or disposable mask. Due to current national demand, the cost of PPE is very high and we are only able to order limited amounts at each time. If you do not have any face coverings we are able to provide you with a disposable mask.



Here are a few other changes that you will notice at Harbourside:

- We have put up sneeze screens on reception
- We have had to take away our magazines and leaflets
- You will need to use hand sanitiser when you arrive (located next to the check-in screens)
- The number of chairs in reception has been reduced in order to facilitate social distancing
- You must have an appointment if you come into the practice
- Please don't bring anything extra with you such as shopping
- Unless absolutely necessary, please attend by yourself
- Please bring an appropriate face covering with you
- We have to ask you pre-screening COVID-19 questions prior to your appointment and again on the day of your appointment
- We might not be able to offer you the exact time of appointment you want as we have to schedule vulnerable and extremely vulnerable patients at certain times of day
- We may ask you to wait in your car until we can see you so that we have as few people waiting in the reception area as possible
- We will be carrying out telephone or video consultations to assess your medical need, we have to do everything we can to keep the number of times that you visit the practice to a minimum
- Our toilet facilities are not in general use, only for emergencies, please do go before you come for your appointment
- Once your appointment is over, you will need to leave as soon as possible
- We will be in full PPE so may look a bit different but it's still us underneath it all



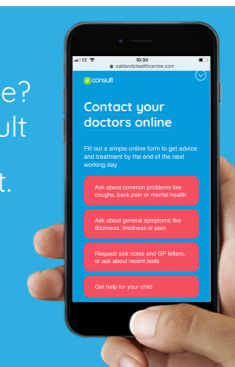
We have had to implement these measures in order to keep both our staff and patients safe. We do hope this is not forever, but it will be for a few months. It has been an extremely challenging time for us all, we may not get it right straight away but we are trying our best to make sure can look after you safely, please be patient.

Harbourside Family Practice are pleased to announce that our new eConsult system is now live!

eConsult allows you to get in touch with us, day or night, without the hassle of waiting for an appointment. The eConsult system allows you to securely message our practice to ask for medical advice. Our clinicians will then be able to respond to you **by the end of the next working day at the latest**, including the offer of an appointment if you need one. It's quick, secure and gets you the care and advice you need, when you need it.

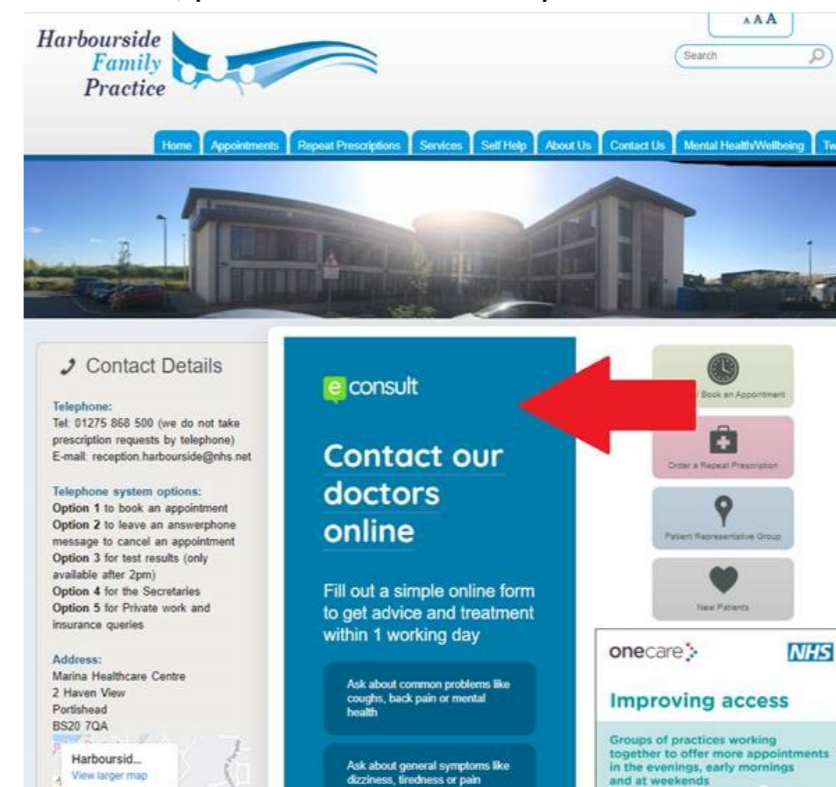
How to use eConsult

1. Feel unwell, or have a request for the practice? Go to our practice website and start an eConsult
2. Choose the relevant section for your request. Submit an eConsult
3. Our practice team review every eConsult. If our doctors think you need an appointment we will get one booked in for you



We are proposing that from the 15th June 2020, every patient contacting the practice will be asked to complete an eConsult form so that these can be triaged first by one of our clinicians before making an appointment.

To access eConsult, please look for the navy blue banner on our website:



For more information about e-consult please read our FAQs on our website: <https://www.harboursidefmp.nhs.uk/appointments/econsult-patient-faqs/>