

Letter to patients from Dr. Caroline Dain on behalf of Parkfield Medical Centre

As you can imagine, enormous changes have taken place in the way that we look after our patients since lockdown was announced in March. We would like to take this opportunity to thank most warmly so many of our patients who have sent us kind e-mails, letters and cards, and delicious cakes and chocolates. Such support has greatly helped us during these difficult times when, overnight, we have had to operate in a completely new and unfamiliar way. As soon as lockdown was announced NHS England told General Practice to move to a "total triage" service, in order to minimise face-to-face appointments, and to use telephone and other remote methods in order to assess and manage patients' problems wherever possible. We now use telephone consultations extensively and also use video and photos to consult with patients. We are now able to text patients directly, and can receive replies from patients. The development of exciting new IT has, of course, been key to these new consultation methods.

In the early part of the Pandemic a local charity (Scrub Hub) generously donated us scrubs. Here is a photo of some of us wearing our scrubs.



We were very fortunate to receive PPE including visors, glasses, gloves and aprons from John Henry Newman and Nicholas Breakspear Schools, for which we are extremely grateful.

The Surgery is OPEN

The majority of our work is now by telephone, video and photograph; we are learning that we can do much of our work this way. After telephone assessment, we see some patients face-to-face in the Surgery when we feel it is clinically important. Many of our patients have enjoyed using the new IT tools and we are very grateful to you for adapting so quickly to the new ways of working. As the risk of Covid-19 reduces we will discover a "new normal", and will no doubt continue to use video, photographs and telephone calls extensively, as well as our traditional face-to-face consultations where an examination is needed.

Many of our patients have told us that they would like to purchase equipment to help with self-care and remote consultations, and if you are able, we would suggest that you purchase a thermometer, a blood pressure machine and maybe a pulse oximeter, all of which are easy to use at home. All three pieces of equipment can be readily purchased online or from one of our local pharmacies who will be happy to advise you.

Dr Caroline Dain July 2020



NEWSLETTER JULY 2020 No 65

USEFUL CONTACTS

PARKFIELD: (01707) 291041

CANCELLATION LINE:
07518 391153 (TEXT ONLY)

NHS – (OUT OF HOURS) 111
COVID-19 ADVICE LINE 119

POTTERS BAR COMMUNITY HOSPITAL
(01707) 653286

URGENT CARE CENTRES:
CHASE FARM 0208 375 2999
BARNET 0208 216 4600

PHARMACIES:
QUESTMOOR 01707 659120
BOOTS 01707 652438
TESCO 0203 801 5232
THE ELMS 01707 646376

HERTS HELP:
0300 123 4044

HERTS COMMUNITY TRANSPORT:
0208 207 5055

CARERS IN HERTS:
01992 586969

CRUSE BEREAVEMENT:
01707 278 389

EVENTS ON ZOOM:

Chatty Friday 24th July at 11.00am

Health Talk Friday 31st July at 2.30pm

FOR ANY QUERIES PLEASE CONTACT:
friendsofparkfieldppg@gmail.com
OR TELEPHONE THE PPG SECRETARY:
07941 861 803

Attending the Surgery—Masks

There is currently no walk-in access to the surgery but following telephone triage all patients with arranged appointments to see a doctor or a nurse need to wear a mask or face covering (this can be a homemade covering or a scarf), the surgery staff will also be wearing face coverings. Please help the surgery to provide a safe and comfortable environment for staff and patients by following this instruction.

New Patients

The surgery is still accepting new patients so if you have new neighbours or friends looking to register with a doctor please give them Parkfield's contact details.

Website - <https://www.parkfieldmedicalcentre.co.uk/>

The Practice website has a new look and contains lots of useful information, the latest updates about Covid and other changes as well as the link to online consult. Take a look , it may provide the answer to your question without you needing to ring the surgery.



Online Consultations Update – Mimi Salgado Practice Manager

“We have quickly implemented an online consultations facility to provide patients with an additional means of getting in contact with the practice and obtaining medical advice. As with any change or new system there is a steep learning curve and the practice too is learning how best to use this new technology. We are regularly reviewing patient and clinician feedback, adjusting the system as we go to ensure that it is safe whilst being as user-friendly and useful as possible. Please be mindful that this is not an urgent clinical service and a response may take up to 2 working days. It is important that any urgent or serious medical symptoms or concerns are raised via a more traditional GP appointment.”

Try Zoom with us.

With Zoom on your computer, iPad or Smartphone you can see and chat with your family, friends and social groups. We are now using this to offer an additional way to communicate with our PPG members. If you would like to try it out get in touch and we can help you get set up to join us for **‘Chatty Friday’ at 11.00am on 24th July**. Email friendsofparkfieldppg@gmail.com and we can send you all the details you need. We hope to see you there.

Zoom Health Talk Friday 31st July 2.30pm - Asha Bhundia - Podiatrist

“I am a state registered podiatrist with both NHS and private sector experience. My base has been from Parkfield medical centre for the last 23 years. The range of services I provide are routine Chiropody treatments, sports injuries management, orthotics therapy and general management of the lower limb.

My talk will be about the impact that COVID-19 has had on me, as a private practitioner, my patients and what the ‘new normal’ will be in future podiatry services.”

Whilst access to the surgery remains restricted Asha is currently delivering her services from The Clayton Centre in Barnet Road and can be contacted on 07976 422682.

To join us for the talk on zoom email: friendsofparkfieldppg@gmail.com and we will send signing in details.

Compassionate Community Connector Programme Supporting Individuals

People who need help whilst isolated (or someone on their behalf) can complete an online form at <https://www.communities1st.org.uk/COVID19support> or call **020 8207 5115** or email: help@communities1st.org.uk

Keeping Informed

Look out for texts from the surgery with important information.

Check out our Friends of Parkfield Facebook page for the latest information and updates from Herts Valleys CCG and the Hertfordshire Resilience Group. We are emailing information to members who have opted to receive newsletters electronically. If you wish to change to email, contact us at friendsofparkfieldppg@gmail.com