



Dr Jones & Partners
Mattishall & Lenwade Surgeries
April 2021 Update.

COVID-19 Pandemic

On 30 January 2020 NHS England declared a level 4 National Incident, triggering the first phase of the NHS pandemic response and by the 23 March 2020 the country began the first national lockdown. The initial pandemic peak in the spring of 2020 saw a reduction in the breadth of GP services offered by the Practice as the team focused on infection prevention and control in order to keep both staff and patients safe and prioritised workload to focus on the clinical priority of responding to COVID-19 whilst keeping essential core services running. Ensuring a COVID safe environment the Practice began to introduce new ways of working, including remote consultations, telephone and video, with face to face consultations when deemed clinically appropriate. In maintaining the front line support to the response to the pandemic the Practice provided additional services throughout the Easter and Spring Bank holidays of 2020.

Following the easing of lockdown in the spring and a reduction of COVID-19 infection rates during the summer of 2020, the Practice, whilst remaining COVID Secure began to re-evaluate the workload and re-introduce some of the routine clinical and non-clinical service provision. Unfortunately this was short lived as rates of COVID-19 infections rose and the country faced a series of lockdowns in the autumn and winter of 2020/21. In early December 2020 the roll out of the COVID Vaccination began and in collaboration with our neighbouring Practices within Mid-Norfolk Primary Care Network Mattishall & Lenwade surgeries supported the vaccination programme, and continue to do so. In addition the Practice managed its busiest flu vaccination programme administering over 3,400 flu jabs.

A combination of the vaccination programme and falling infection rates the country moves along a pathway of easing current restrictions, this has allowed the Practice to once again review its workload and most importantly, whatever steps we take in managing this, the Practice remains open and that patients will be seen face to face where it is clinically appropriate, and we continue to encourage patient's with potentially serious symptoms to contact the surgery to enable an assessment.

Access to General Practice

The Practice currently has 8615 registered patients and throughout the pandemic offered on average 550 appointments with a GP per week across both Mattishall and Lenwade surgeries. In addition to this are emergency extras and some COVID secure home visits and of course appointments with the Nurse and Health Care Assistants. We continue to run with 6 GP's and 2 Advanced Nurse Practitioners. Dr Hywel Jones, Senior partner retired in January 2020 however soon afterwards answered the call to support the NHS COVID response and has continued to support the Practice in a non-patient facing role. We have successfully recruited a GP Partner and warmly welcome Dr Okechukwu Chukwunwike to the Partnership; we have 4 nurses and 2 healthcare Assistants as well as staff in the reception, Dispensary, Administration and Management teams. We continue to have an open list and accept new registrations for patients living in Mattishall and the surrounding villages.

Patients are able to book remote appointments by phone or via SystemOnline. Routine appointments can be booked up to 4 weeks in advance with a GP and up to 3 months in advance with a Nurse or Healthcare Assistant (HCA). Patients requiring an urgent book on the day appointment can contact reception at 08:30am for morning clinic and at 12:00pm for afternoon clinic. Children requiring an emergency appointment will always be slotted into clinic and seen as soon as possible. Please note face to face appointments will be allocated where clinically appropriate.



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We continue to provide 'Active Signposting' programme which has been developed to help our Practices meet the challenge set by NHS England and the RCGP in the GP Forward View, to deliver 'Active Signposting' training to all GP Receptionists.

People are living longer and are developing more complicated illnesses which are putting pressure on health care services such as your local GP surgery. This increasing number of patients also means it can be hard to get an appointment with your GP as quickly as you would perhaps like.

For some symptoms, patients may be able to self-care or go directly to the service they require, without the need for seeing their GP. Given the volume of services available, how is the patient to know how to access them or indeed which one they need?

Active Signposting has been developed specifically to address this. It involves specialist training of GP Surgery reception and clerical teams, so that they can become 'signposters'. As a 'signposter', they are trained to ask you, the patient, about your condition and then provide information on any services or self-care sources that you may be able to access for your symptoms.

Please be aware that the reception team will not be giving you medical advice when you ring to request an appointment, by letting them know what you need your GP appointment for, it will enable the reception team to give you information to help you "choose the best help, first time". This may mean that you can self-refer to another service, without the need to be seen by a GP first. This could potentially save you time accessing any treatment you may require.

CQC Inspection

Mattishall & Lenwade surgeries were inspected by CQC on 23 and 31 January 2018, receiving a positive report along with an overall grading of 'Good' across the five domains (Safe, Caring Effective, Responsive and Well Led). The full report has been published and can be viewed on the CQC website at www.cqc.org.uk

Home Visit

A home visit takes between 4 and 5 appointments out of the doctor's day.

As with face to face appointments and to ensure the safety of both staff and patients all home visits will be assessed as to their clinical appropriateness prior to a clinician agreeing to a home visit.

This is a special service for the housebound and seriously ill. Whenever possible a request for the doctor to visit should be made before 11:00am so that the doctors may plan their visits for the day.

We are unable to guarantee a specific Doctor will visit as this depends upon availability and other factors. The decision to make a home visit will be at the Doctor's discretion. Any agreed home visit may be carried out by one of the Mid-Norfolk Primary Care Network Visiting Nurse Team members.

We are unable to undertake visits on the basis of lack of patient transport, and there are volunteer car scheme's available throughout the area.



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SystemOnline

Patients are encouraged to register for online access to book GP appointments, request repeat medication items and can request access to view their detailed coded record (DCR). Patient wishing to register for SystemOnline must be in possession of photo ID (passport/driving licence) and present to reception staff who can issue a unique username and password.

There are currently 3210 (36.7%) registered users.

GP Patient Survey

The latest results for our Practice were published July 2020 and are available for patients to view at

<https://www.gp-patient.co.uk/report?practicecode=D82039>

Future Plans

We continue to investigate options for a possible re-location of Mattishall Surgery to a new site within the next 4 – 6 years.

Mid-Norfolk Primary Care network continues to be developed involving closer working between health, social care and the third sector (Charities) within the Dereham and surrounding area.

A massive Thank you to all

On behalf of the practice, the Mattishall & Lenwade Surgeries Equipment Fund continues to successfully receive donations from numerous sources which enable the Practice to purchase medical equipment not funded by the NHS. Thank you to everyone that has supported the charity over the years.