

Newsletter Crawford Street Surgery

March 2021

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Covid-19 Update

The Practice doors are closed but we are still open. We are on a total telephone triage system for your safety. This means the doctor/nurse/clinical pharmacist will call you. Please do not come to the surgery without prior arrangement with the practice. We offer online, telephone and video consultations. If you are invited in for a face-to-face appointment, infection control measures are in place to keep patients and staff safe.

Remember to bring your face coverings. Please ring us to inform us you have arrived so that Reception can let you in.

We can only have a limited number of patients in the practice premises at any one time to comply with Health and Safety guidance due to social distancing and for the consultation rooms to be disinfected after each patient contact.

For those who are in lockdown away from home and within the UK, we can still contact you by phone, email or video-consult. We can send your prescriptions electronically to your nearest pharmacy only if you are in England. If you are abroad, you can email or phone us; we can only call you back on your local mobile numbers and we cannot issue you any prescriptions.

To continue with our care for our patients, we are inviting patients for their check-ups for the long term condition reviews, smear screening, immunisations and vaccinations, post-natal and baby checks.

For patients on certain medications which need regular blood test monitoring and patients for annual blood tests, the Nursing Team will be contacting you to arrange appointments.

If you wish to drop any requests, letters etc. to the Practice, there are signs/notices advising you to put them through the letter-box at the door next to the main entrance.

The GPs will continue to refer you onwards to hospitals or community services if clinically appropriate. Please do understand the hospital /community systems are different administrative systems from that of the Practice. They will triage the GP referrals and action as they see clinically appropriate.

Covid Vaccine Update

We follow the government guidance to invite patients for their Covid-19 vaccine.

The Covid-19 vaccines are administered from the 2 mass vaccination site located at Lord's Cricket Ground and Royal Horticultural Society Hall.

We have invited patients from Group 7 (60 years and over) and are currently inviting patients from Group 8 (55 years and over) in a descending age order.

The Practice Team and Extended Team Members

We thank Practice members who have left us and welcome those who have joined us.

The Practice is expanding with a multidisciplinary team, providing a range of services and skills, freeing up the doctors with time to concentrate on complex cases.



Dr Etheldreda (Ethie) Kong

Dr Kong is the Strategic Development and Lead GP and GP Principal/Partner for the Practice. She has been a GP Principal for more than 32 years. She has vast experience in training and education, commissioning, primary care provision, workforce development, whole system integrated care and development in new models of care. She is the “Friday” on-duty doctor. She, with Dr Abboudi, is an Imperial Medical Student Supervisor.



Dr Emma Coore

Dr Coore has been a GP at the surgery for 2 years. She has worked in other parts of Westminster and the country for 20 years. She is the ‘Tuesday and Thursday’ on duty doctor and does most of the patient facing work on those days. She also has a special interest in mental health, leading on this and dementia for the surgery and in a wider capacity across North West London.



Dr Adel Isaak

Dr Isaak, an experienced GP, gives our patients the choice of a male GP. He has been at the practice for quite a number of years. He is the Monday’s on-duty Doctor with Dr Abboudi.



Dr May Abboudi

Dr Abboudi has been a GP at the surgery since 2017 and she works on Mondays and Wednesdays and hence the on-duty Doctor for those days. She is also the Imperial Medical Student Supervisor and enjoys having students in her clinics and oversees their learning at the practice.

Mary De Kauwe

Mary is our Advanced Nurse Practitioner/Practice Nurse. Her duties include nursing care and running the following clinics: Long term Conditions, wound care, family planning, Baby and childhood vaccinations, Woman’s health, Immunisation and Travel clinics. She is our infection control lead.



Rodica Dragomir

Rodica is our Healthcare Assistant / Nurse Assistant; so she is part of the Nursing Team. Her duties include phlebotomy, minor wound care, certain vaccinations and injections (B12 injections, Flu jab). She supports the doctors on Care Planning, Diabetes, Asthma, Mental and Dementia care and other long term conditions. She also advises on diet and healthy lifestyles. If the doctor recommends a 24 hour Blood Pressure Check or an ECG, she is the person to

make an appointment with. She works closely with Dr Kong on long term condition care management.



Jatin Mehta

Jatin is the Practice Manager, working closely with Dr Kong, ensuring the practice runs effectively and is in compliance of the general practice's processes and procedures. He is also the Complaints Officer.



Yiannis Alexiou

Yiannis, our Senior Receptionist, is very skilled at reception and administration, as he has been a practice receptionist for many years. He is in charge of the administration on smooth patient referral systems.



Mohammed Boksh

Mohammed, our newest member works with Yiannis at the reception. Mohammed and Yiannis cover all the reception and reception-related duties.



Shivani Singhania

Our in-house Clinical Pharmacist, Shivani, is available to answer your queries relating to medications, she reviews your medication(s) and completes your asthma reviews as well as other long term conditions (LTC). She speaks to patients on the phone or video consults. She also sees patients face to face if necessary or she text-messages patients.

You may receive a call from our Pharmacist if your medication review, asthma review or other LTC review is due. For safety, you need 3 or 6 monthly reviews (for some conditions at least once a year) if you are on regular medications, which include Contraception and Hormone Replacement Therapy (HRT).



Andrew Manitou

Andrew explains his role: "A Care Navigator supports patients in a holistic approach - ensuring patient's health & social care needs is met whilst encouraging self-independence.

A Care Navigator is able to connect and engage patients with community services - if required". Quite a number of you have been helped by

Andrew. Andrew does not see patients face-to-face. He contacts patients by phone. You can leave messages for Andrew via reception.

Cheryl Collins

Cheryl Collins is our Kick-It Smoking Cessation Advisor. You can book an appointment to see her on Fridays.

Cheryl explains her role: "I have worked as a Specialist Stop Smoking Advisor for over 4 years and have a background in counselling and psychology. I use cognitive behavioural therapy and motivational interview techniques to work with patients to help them quit smoking over a 6 week programme. We offer nicotine replacement therapy and consultations on Champix and Zyban."

Paddington Green District Nurse Team



Our valued and experienced District Nursing (DN) Team cares for our housebound patients. Access to DN services is generally through the practice. They communicate regularly with the practice on the progress of our patients at home. They offer a wide range of services and can refer patients onwards to other community support services when appropriate.

Health Visitor Team

Our health visiting team works with mothers and fathers, their families, carers and community groups to promote the health and wellbeing of children and reduce inequalities from the antenatal period until your child starts school. Our health visiting team works in a range of locations in the community including people's homes, health centres and children's centres. You are able to self-refer to the Westminster Health Visiting Single Point of Access (SPA) by calling Phone (select option 2): 0208 200 2500 or emailing to

CLCHT.ChildHealthInformationHubkcwf@nhs.net The core hours of our health visiting service are Monday to Friday, 9am to 5pm.



Eshita Unadkat

Eshita, Social Prescribing Link Worker, from One Westminster organisation, works alongside the practice to provide voluntary and community sector interventions that connects patients to services and activities, addressing their social and emotional needs. During the Covid-19 response, she has been supporting the vulnerable and shielded residents in getting access to food, medication and emotional support to prevent loneliness and isolation. She signposts residents' needs to available services matching their needs e.g housing, debts, befriending, support for new mums.



Laura Niepage

As the Parkinson's Disease Nurse Specialist, Laura provides support and information to people with Parkinson's and their carers. She mainly sees patients at the comfort of their own homes performing a holistic assessment and provides patients with a care plan and discusses findings of an examination with the responsible neurologists where necessary and adjusts medication prescriptions as well as refers to Multi-Disciplinary Team (MDT) services required to improve Quality of Life. Patients can be referred by any healthcare professional or refer themselves. They can access the service when needed and will be provided with regular follow ups depending on their needs and assessments.

St John's Hospice is the Hospice, providing palliative care to our patients residing in Westminster.

Contact detail updates

We recall patients for routine checks, like blood pressure checking, cervical smears, chronic condition reviews or update on your test results etc. Very often, the contact details given are incorrect, resulting in some delays. Please inform us when you change your contact details- mobile or landline numbers, address, email so that we can update your records. It will be helpful also if you can advise on your next of kin's or carer's details.

Online services

We are actively encouraging patients to register for Online Services. You can book appointments online for certain clinics (temporarily suspended due to Covid-19), order your repeat medications and have access to your medical records. Please ask Reception for help

signing up or if you have forgotten your login details. Access to Online Services is via our website at <http://www.crawfordstreetsurgery.co.uk/> or <https://systemonline.tpp-uk.com/>.

NHS App



Who is the NHS App suitable for?

To use the NHS App you must be aged 13 or over and registered with a GP surgery in England.

How does the NHS App work?

Use the NHS App to:

Get advice about Coronavirus – get information about Coronavirus and find out what to do if you think you have it

Order repeat prescriptions – see your available medicines, request a new repeat prescription and choose a pharmacy for your prescriptions to be sent to

Book appointments – search for, book and cancel appointments at your GP surgery, and see details of your upcoming and past appointments

Check your symptoms – search trusted NHS information and advice on hundreds of conditions and treatments, and get instant advice and medical help near you

View your medical record – securely access your GP medical record, to see information like your allergies and your current and past medicines

Register to be an organ donor – chose to donate some or all your organs and check your registered decision

Find out how the NHS uses your data – choose if data from your health records is shared for research and planning

<https://www.nhs.uk/apps-library/nhs-app/>

Be Up to Date with your vaccinations

SHINGLES VACCINATION

You are eligible for the shingles vaccine if you are aged 70 or 78 years old. In addition, anyone who was previously eligible but missed out on their shingles vaccination remains eligible until their 80th birthday. You can have the shingles vaccination at any time of year, as soon as you turn 70 or 78. The shingles vaccine is not available on the NHS to anyone aged 80 or over because it seems to be less effective in this age group. You can find out more at <https://www.nhs.uk/conditions/vaccinations/shingles-vaccination/>

FLU and PNEUMOCOCCAL VACCINATIONS

If you belong to one of the below risk groups, it is advised you have a flu vaccination each year.

- COPD
- Diabetes
- Coronary Heart Disease
- Stroke/TIA
- Other Long term conditions
- 50 and over (changed as a result of Covid-19 Response from over 65)
- Pre and Primary school children (done through school)
- Year 7 pupils (done through school)
- People who have been shielding and their household.
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You can book your appointment for a flu jab with the Healthcare Assistant.

You should also receive a pneumococcal vaccination if you have Long Term Conditions and are 65 and over. Please ask for it at the time of your flu vaccine.

CHILDHOOD VACCINATION PROGRAMME

The national childhood vaccination programme is the "Red Book". Each child under 5 should have a "Red Book".

This link will give you details of the programme.

<https://www.nhs.uk/conditions/vaccinations/nhs-vaccinations-and-when-to-have-them/>

If your children have been vaccinated abroad, please give us the details so that we can update their records.

Make appointments with the Practice Nurse for childhood vaccinations.

Recommended Vaccinations for Pregnancy

Flu vaccination is offered during flu season.

Whooping cough (Pertussis) vaccination is offered from 16 weeks of pregnancy.

Cervical Smear Update

You are entitled to a free cervical smear for females aged 25 to 64, 3 yearly for under 49s and 5 yearly after that.

Please make an appointment to see the Practice Nurse. If you have had it done elsewhere outside the NHS system, do give us a copy of the result.

If you would like NOT to be invited to have a smear test, please contact us to sign a disclaimer so that you would not be invited for a smear test through the Recall System.

Mammogram

Breast screening is offered to women aged 50 to their 71st birthday in England. You'll first be invited for screening between the ages of 50 and 53.

You may be eligible for breast screening before the age of 50 if you have a very high risk of developing breast cancer. Discuss with the doctor.

If you miss your appointment, please ring 020 3758 2024 Mon-Fri 8am to 7pm, Sat 8am to 4pm to re book another appointment.

Bowel Cancer Screening

Everyone aged 60 to 74 who is registered with a GP and lives in England is automatically sent a bowel cancer screening kit every 2 years.

Make sure your GP has your correct address so your kit is posted to the right place. If you're 75 or over, you can ask for a kit every 2 years by phoning the free bowel cancer screening helpline on 0800 707 60 60.

If you're worried about a family history of bowel cancer or have any symptoms, speak to a GP for advice.

Patient Participation Group (PPG)

Any patient registered with the practice can join the practice's PPG.

The PPG meets every 3 months on the last Monday evening of the month.

We have our last PPG virtually via Zoom due to Covid-19 social distancing.

If you are interested in joining, please contact the practice.

Zero Tolerance Policy

The Practice takes it very seriously if a member of staff or one of the doctors or nursing team is treated in an abusive or violent way.

This states that GPs and their staff have a right to care for others without fear of being attacked or abused. To successfully provide these services, a mutual respect between all the staff and patients has to be in place. All our staff aim to be polite, helpful, and sensitive to all patients' individual needs and circumstances. They would respectfully remind patients that very often staff could be confronted with a multitude of varying and sometimes difficult tasks and situations, all at the same time. The staff understands that ill patients do not always act in a reasonable manner and will take this into consideration when trying to deal with a misunderstanding or complaint. There are times we cannot do what you ask us to, for example, to prescribe drugs which are outside the GP formulary or hospital-only drugs, prescribe medications which you can buy over the counter, medications prescribed by private doctors, writing certain letters outside of terms of service, demanding to be seen without a booked appointment etc.

Aggressive behaviour, be it violent or abusive, will not be tolerated and may result in you being removed from the Practice list and, in extreme cases, the Police being contacted.

One appointment for one problem for one person

Please help us to run our appointment system effectively. Each appointment is 10 minutes for each patient. The clinician will discuss one concern/problem within the 10 minutes. If you have more concerns/problems to discuss, please re-book. If you know you have more than one problem, please book a longer appointment eg a 20-30 minute appointment. Try to see your usual doctor if you can for continuity of care.

Repeat Prescription

Order your repeat prescription on time. Our turnaround time for issuing repeats is 2 working days.

If you are requesting items which are not on repeats, the on-duty doctor needs to look at the request and advise accordingly. This could be more than 2 working days.

Feedback

We welcome feedback from you to continually improve our services. Please complete the Friends and Family forms and yearly national GP Patient survey forms. You can post comments on NHS choices via NHS website or write to us.

If you have any ideas on improving the newsletter, please tell us.

A copy of this Newsletter can be downloaded from our website or on twitter.