



## SPRING 2021

### MEMBERSHIP

After a brief hiatus the PPG has reformed with a new constitution and is back in action representing the views of patients to the Datchet practice. Some members have left and there is room for new members but as the possibility of an Annual General Meeting may yet be some way off, we invite patients in the meantime to join us as co-opted members. We meet quarterly in the early afternoon by Zoom until face to face working returns. We would particularly welcome a younger member and also a male member so if you might be interested please contact the surgery.

### ANNUAL PATIENT SURVEY

Each year the PPG conducts a patient survey which in the past has resulted in some major improvements at the Health Centre. Because of the pandemic the 2020 Survey was postponed but we will be conducting an on-line survey shortly.

### ASK THE DOCTOR

With Spring on its way and release from lockdown in sight we thought it an opportune time to ask Dr. Asif Ali (Managing Partner) and Dr. Mick Watts how things have gone during the pandemic and how they are likely to be in the future.

**Q.** What are your plans as we start to move out of lockdown?

**A.** The Practice has been open for patients all through the pandemic but over the last few weeks we have begun to resume business as usual for general practice services. This includes chronic disease reviewed, immunisations, dressings and health checks. Our system of speaking to a clinician on the phone first will continue as many issues can be discussed and managed over the phone with access to video consulting and photos. When clinically needed patients will then be seen face to face.



**Q.** Have you dealt with more patients each day by telephone than prior to lockdown?

**A.** Telephone consultations have substituted face to face assessments at similar levels. We ensure telephone appointments are allocated 10 minutes each to enable a quality service. During the past year our consultation sessions have been extended to cope with greater demand and provide better access.

**Q.** Will telephone consultations be the norm then in future?

**A.** Yes speaking to a clinician this way first will be the norm in future. We believe this is convenient for our patients and allows many issues to be dealt with via telephone reducing both travel and time for patients. When required a face to face appointment will be booked by the clinician.

**Q.** Is there any evidence that patients with serious issues have been reluctant to call the surgery?

**A.** There is no direct evidence that we have seen although we are aware that nationally suspected cancer referrals have reduced and screening rates have been affected. Only time will tell the impact lockdowns have had on people's long term health. In general people have been more reluctant to be seen at the hospital which does add to this.

**Q.** After patient feedback a new telephone system was introduced but this seems under stress already?

**A.** We are aware that ongoing improvements are required with the new system. We are currently discussing with our provider other options to upgrade the system further and we are also exploring other providers. The new system was chosen before the Covid pandemic and the many technological changes brought upon us and it did provide more incoming and outgoing lines. With additional telephone based consulting and more recently the large- scale telephone usage around the organisation of the Covid vaccination programme the system has been stretched. There has also been a technical problem with the switchboard which the supplier assures us is being dealt with.

**Q.** How do you know how much vaccine you will be allocated at any one time?

**A.** The Windsor network is running our vaccination hub at the Windsor Racecourse and the campaign is running very well. We have been assured that Windsor will receive adequate vaccines each week for the next 9 weeks to rapidly increase coverage. This commenced on 15 March and aims to ensure we vaccinate a significant number of our patients over the next two months. There are however some central supply issues which may affect the ambitious local roll out.

**Q.** Will the mass vaccination centre in Salt Hill Park replace the Windsor and Langley centres?

**A.** There are no current plans to close either local vaccination sites and all three centres will continue to provide vaccines for our patients.

**Q.** Will patients without a return date still be called for their second vaccination?

**A.** Yes, the local vaccination centres will be contacting all patients for second doses around 10-11 weeks after the first.

**Q.** How well is E-Consult being used by patients?

**A.** We currently receive 25-30 e-consults over weekends and on average 18-20 on weekdays. Overall it is very well liked and well used by those who have discovered it. We will be supporting and encouraging more use of this facility as it is convenient for patients and avoids going through the telephone booking system. If you haven't tried it please take a look, there is no registration

or log in required and is available on our website guaranteeing clinical response within 2 working days. The more people are prepared to use this the less pressure there will be on the telephone system. There are excellent tools for submitting attachments such as clinical photos and a wealth of advice that can even reduce the need for contact with the surgery.

**Q.** Is the Upton Walk-In Centre ever likely to re-open?

**A.** Over the next 3-6 months there are likely to be discussions locally on the best use of the Walk-In at Upton and how this fits in with the wider urgent care services in our local area.

**Q.** Who are your clinicians and what services do they provide?

**A.** The practice has a broad range of clinician's delivering direct patient care on a range of conditions. We currently have 8 GPs working at the practice across the week. Dr Mick Watts (Male), Dr Mohn Kalirai (Male), Dr Neha Jobanputra (Female), Dr Nicola Wallbank (Female), Dr Linda Gaw (Female), Dr Asif Ali (Male), Dr Aga Louw (Female), Dr Jag Nijran (Male). We currently have two attached GPs in late stages of their training Dr Martin Everson and Dr Jay Patel. Our team also comprises a clinical pharmacist Abdullah Mahmood, 2 advanced paramedic practitioners Steve Hazard and Andrew Windsor and a physician associate Saily Saleh. Our excellent nursing team consists of 4 nurses, Jeanette Saunders, Annie Khan, Angie Gbaja-Biamila, (with new nurse Lauren who is joining the nursing team as we say fond farewell to Dani Young after many years faithful and excellent service) plus 2 Health Care Assistants Hayley Lower and Justyna Stasik. We also have an attached Social Prescriber, and other clinical staff employed by Windsor Network who help our core team and work across the patch. Each health professional brings a mixture of general skills and specific interests to the practice. Please refer to the practice website for more specifics.

**Q.** Dr. Watts, are rumours of your retirement exaggerated?

**A.** YES! I have been told by many of you recently I have retired and that is not the case and I continue to work as a GP at Datchet. I have however, after 31 years, reduced the number of

days a week that I work from 5 to 3. Also, from the 1st April 2021 I shall no longer be a Partner in the practice. This will simply reduce my administrative burden and free me up to continue providing medical services to the villages. So, I will stay around and continue to provide medical care to the best of my abilities. You do not get rid of me that easily!

## VACCINATION UPTAKE

Across the Royal Borough, Frimley NHS Health & Care has so far administered vaccines to:

- 94% - ages 80+
- 94% - 75 to 79
- 93% - 70 to 74
- 88% - 60 to 64
- 76% - 60 to 64
- 49% - 55 to 59
- 19% - under 55's

The over 50's are urged to take up their appointments whilst stocks are high. There has

been some mention on social media that some people have been called out of turn but given the speed at which millions of people are being vaccinated a few glitches are perhaps not surprising.

## PPG PATIENT MEMBERS

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## NOTE:

The PPG works with the Datchet Health Centre to represent views of patients but any views expressed in this newsletter are its own.

