



Kensington Group Practice

DONEGALL ROAD AND FINAGHY
Medical Centre

PRACTICE NEWSLETTER DECEMBER 2020

FLU VACCINATIONS

This year, as with most other surgeries accross the country, we have had a very strong response to our flu invitations this year.

Appointments remain available for those entitled to receive a flu vaccine on the NHS, and further stocks have been sourced. If you have received an invitation, but not yet booked, please do so at your earliest convenience.

Not sure if I'm entitled to a flu vaccine? Not all those who need a flu vaccine are immediately obvious from our clinical system; for example, you might be a "household contact" of a "shielded patient", but that patient is not registered with our practice. Or we may be unaware you are the primary carer of an elderly or disabled person.

Please visit www.publichealth.hscni.net/news/flu-vaccination-programme-continues-dont-delay for further information.

COVID-19 VACCINATIONS

The practice is greatly encouraged by progress being made towards availability of the Coronovirus vaccine, and we await futher guidance and information about how these vaccines may be delivered. The elderly and medically vulnerable will be prioritised to receive their vaccine at an early stage, as well as those in care and residential homes, as well as front-line healthcare workers. If any of these individuals have not yet received their flu vaccine, they should get it as soon as possible, so there is some time between the two vaccines.

More information about bookings will follow in due course. There is no need to contact the surgery at this stage about this. Please see further information later in the newsletter.

COVID-19 REMAINS A GREAT CONCERN AND IT CONTINUES TO BE IMPORTANT WE FOLLOW ALL ADVICE GIVEN, AS BEST WE CAN

This Christmas is likely to look different for many of us this year. It is so important we continue to take care to observe our social distancing, wearing masks in public situations where distancing cannot be maintained, good hand hygiene, aim to minimise unnecessary contacts, and follow any guidance given on isolation and testing.

Wash your hands regularly



Keep your distance



Wear a face covering



Download the app StopCOVID NI



WE HAVE A NEW PRACTICE WEBSITE

In recent weeks we have developed a new website, with the aim that it will be more easily accessible on a range of devices, and enable you to find the information you need more quickly. We will continue to develop new features, including some facilities to link to secure online reviews.

The address to our website has not changed and remains www.kensingtonmedicalcentre.co.uk

IMPROVED TELEPHONE SYSTEM ON THE WAY

As with all GP surgeries, we have transitioned to "Telephone First" model of delivering care, with the option for Zoom if useful, and then a face-to-face review if this is necessary. What we have found however is that at certain times of the day - when perhaps four GPs are simultaneously undertaking calls - this can, at times, make it difficult for our patients to get through, as currently we only have a finite number of lines.

To resolve this, we are installing a future-proofed digital phone system that will improve access for you, our patient, and we trust you will begin to see the benefits of this once it is installed within the next few weeks.

We do not anticipate any interruption to incoming calls while this work has done.

You can help us manage our demand however - we do note, that following the weekend, we would probably receive about twice as many telephone and prescription requests than any other day of the week. To help us smooth out peaks in demand, and help us deliver a better service, please consider calling later in the week if your need is not as urgent.

DO YOU HAVE THE ORAL CONTRACEPTIVE PILL PRESCRIBED TO YOU BY THE PRACTICE?

Do you, or a family member, use the Oral Contraceptive Pill prescribed to you by us (rather than receiving it by other means, such as the Family Planning Clinic)?

Those using these medications require a review from time to time. We are trialling a "secure online review" portal to help us with this – the information you provide, which is held securely, will be reviewed by the Practice Nurse or GP, and then they will be in touch if any next steps are necessary, within a few days, subject to demand or urgency.

If you or your family member are prescribed the Oral Contraceptive pill by us, there are three steps

- 1) If you have not recently had a blood pressure check, please book into the treatment room for this, requesting "Pill blood pressure check"
- 2) Then, click on the following link to complete the initial review. It can also be found on our website under "online forms"

<https://www.kensingtonmedicalcentre.co.uk/online-forms>

- 3) The GP or nurse will review your submitted form within the next few days. If all is well, and no further actions are required, in most cases, we will be able to provide a longer supply (eg. 6-12 months) next time you order. If there is a query, or there are any other next steps, we will be in touch.

PHARMACY FIRST FOR SORE THROATS AND COMMON COLD



Sore throat? Common cold?

- 1) *Contact your community pharmacy (preferably by phone)*
- 2) *Ask to speak to the Pharmacist*

You will get:

To speak to the pharmacist in private

Advice

Free medication to alleviate your symptoms, if needed.

Coronavirus (COVID-19): Information for students

Everyone has a role to play in keeping ourselves and our community safe and helping to stop the spread of COVID-19.

For students living in university accommodation or off-campus in private rented accommodation, here's what you need to know...

Coronavirus (COVID-19) regulations guidance: restrictions for Christmas

It is important that everyone stays safe at Christmas. From 23 to the 27 December, limited changes are being made to household restrictions to allow some social contact. With any increase in social contact, comes increased risk, so it is important that you take personal responsibility to limit the spread of the virus and protect your loved ones, particularly if they are vulnerable.



PHA recommends vitamin D supplements during autumn and winter



ANTIBIOTIC GUARDIAN

Keep Antibiotics Working



Smoking and COVID-19

Virtual Patient journey in General Practice Health centre

HSC Health and Social Care Board
Produced with support with NI GP Federations & PHA

NO SYMPTOMS: NO COUGH, NO LOSS OF SMELL OR TASTE

ON ARRIVAL IN CAR PARK

- Maintain 2M social distancing
- Maintain face covering until leaving the building

TELEPHONE TRIAGE & ARRIVING AT THE DOOR

- Maintain 2M social distancing
- Advise Patients to wear face covering or provide with mask.
- Patient remains outside until social distancing can be ensured.

JOURNEY TO WAITING ROOM

Face covering for patient

WITHIN WAITING ROOM

- Waiting room 2M social distance
- Face Covering
- Hand hygiene
- Routine clean

Guidance on cleaning available at: <https://www.niinfectioncontrolmanual.net/>

JOURNEY TO CLINICAL ROOM

- 2M Social distance

STAFF & BUILDING

TOILETS & CORRIDORS → Good practice
Increase frequency of cleaning

RECEPTION STAFF → Face covering/mask.
Keep reception staff away from direct contact as much as possible

STAFF TEA → Staff only. Staggered team breaks.
2M Social distancing

STAFF COHORT → NA

HOT DESKING → Clean after each use

JOURNEY OUT

- 2M Socially distanced
- Face covering

WITHIN TREATMENT ROOM

- Mask
- Hand hygiene
- Gloves for examination
- Apron if closer than 2 M
- Social Distance

JOURNEY TO TREATMENT ROOM

Normal journey to socially distanced 2M waiting area

CLINICIAN IN SURGERY

- Mask
- Hand hygiene
- Gloves for examination
- Apron if closer than 2 M

- ▶ **Post patient clean**
No special clean
- ▶ **Room airing**
None

CLINICIAN ROOM

- Reduce clutter
- Washable Surfaces

→ END OF DAY PRACTICE

It is Good practice to terminal clean surgery at end of every day (as per guidance), this reduces the exposure if any patient later found to be Covid Positive. In the event of a patient later diagnosed as COVID positive all exposed areas in the practice should receive a terminal clean and the advice of contact tracers followed. This informatic should be read in conjunction with the latest UKIPC Advice:

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/910885/COVID-19_infection_prevention_and_control_guidance_FINAL_PDF_20082020.pdf

The Healthy Living Centre Alliance

"The health of the population is not just a matter of how well the health service is funded and functions, important as that is. Health is closely linked to the conditions in which people are born, grow, live, work and age and inequities in power, money and resources – the social determinants of health.

Michael Marmot

The Healthy Living Centre Alliance is an active network of 29 community-led health improvement organisations based in areas of high health inequalities throughout the north of Ireland, both rural and urban. Healthy Living Centres are rooted in localities from Castleterg to Killeel and from Coleraine to South Armagh and are a key driver in connecting people up to services and linking the health sector and wider public sector up to working-class communities.



A useful guide to mental and emotional wellbeing resources

Minding Your Head
www.mindingyourhead.info

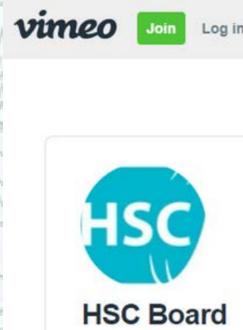


Pregnant?
Please click on the picture for the left for some information about midwifery services at present.



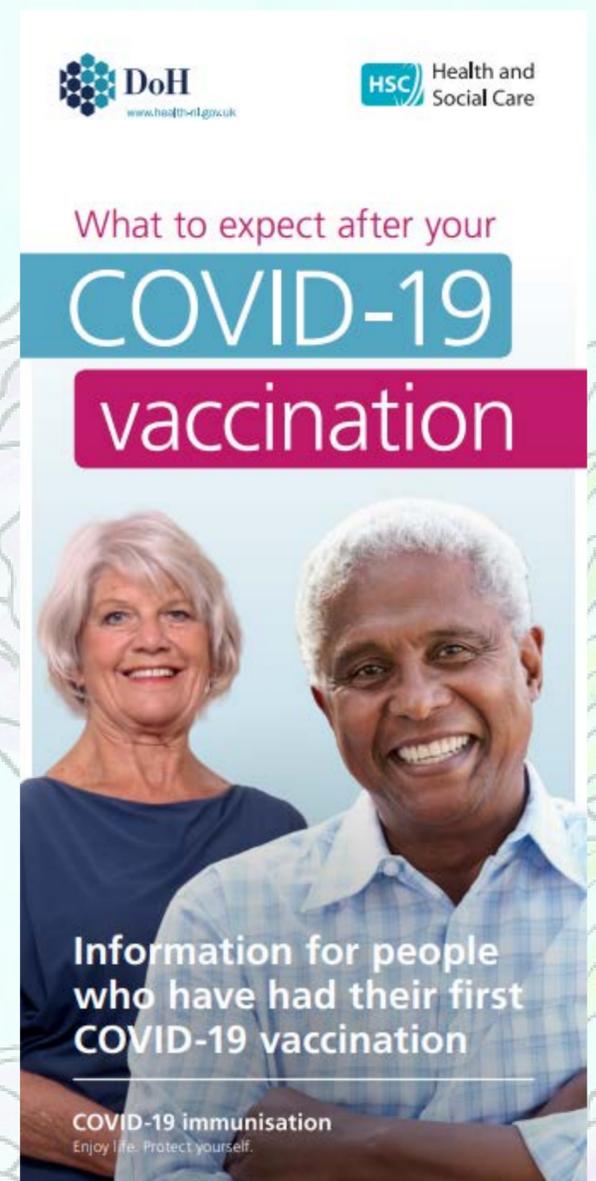
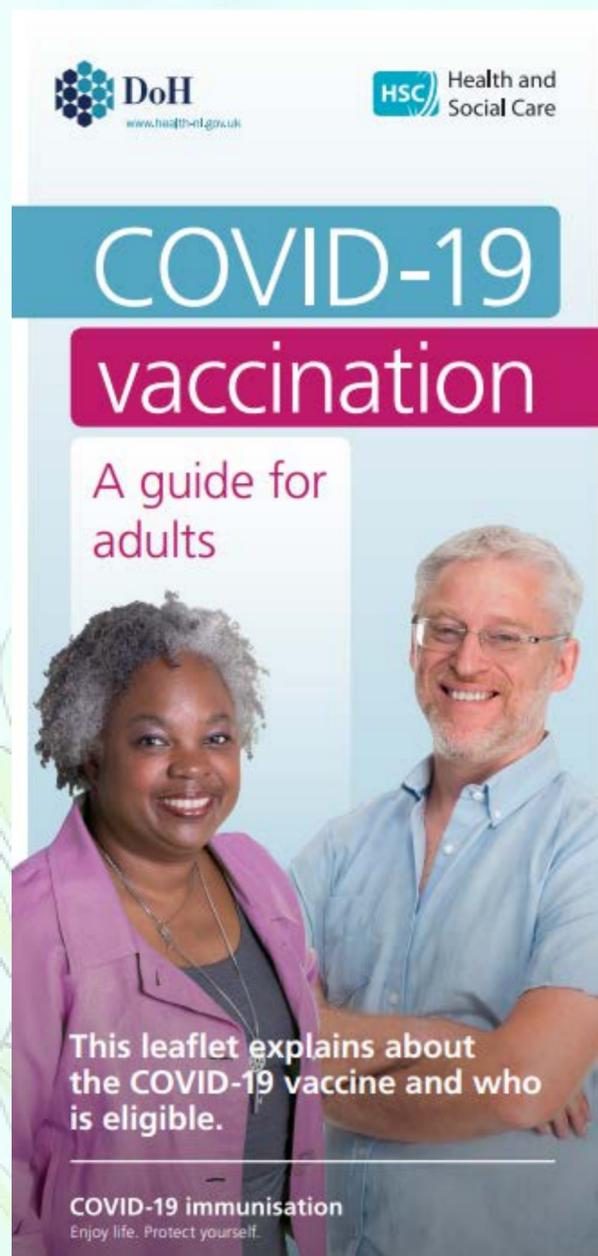
Northern Ireland Maternity and Parenting

COVID-19 advice for pregnant women and parents in Northern Ireland



The Health and Social Care board (HSC) have a Vimeo site, which carries a range of interesting videos. Please click the picture on the left to visit.

Please click on the graphic below, for the most up-to-date information about the Covid-19 Vaccination programme, and also the leaflets to the right.



ARE YOU FAMILIAR WITH THE "SICK DAY RULES"?



Are you, or a family member, or friend, on any of these medications?

ACE Inhibitors: Medicine names ending in 'pril' eg lisinopril, perindopril, ramipril

ARBs: Medicine names ending in 'sartan' eg losartan, candesartan, valsartan

NSAIDs: Anti-inflammatory pain killers eg ibuprofen, diclofenac, naproxen

Diuretics: Sometimes called 'water pills' eg furosemide, spironolactone, indapamide, bendroflumethiazide

Metformin: A medicine for diabetes

When unwell with any of the following:

1. Vomiting or diarrhoea (unless only minor) 2. Fevers, sweats shaking

Then **STOP** taking the medicines listed below.

Then restart when well (after 24-48 hours of eating and drinking normally).

This is primarily to help protect your kidneys.

If you are in any doubt, please contact your local pharmacist or the surgery.

More information here:

<https://www.kensingtonmedicalcentre.co.uk/sick-day-rules-for-medications>

Belfast Trust New Patient Waiting Times (Weeks) UPDATE AT SEPT 2020

Please note that waiting times may be further impacted by pressures associated with COVID-19

Speciality	Suspect Cancer/Red Flag Outpatient Appointment	Urgent Consultant Led Outpatient Appointment	Routine Consultant Led Outpatient Appointment
Allergy	N/A	16	323
Audiology	N/A	N/A	36
Breast	14 days	9	36
Cardiac Surgery	N/A	9	9
Cardiology	N/A	37	93
Colorectal Surgery	45 days	51	83
Dental Conservation	N/A	31	38
Dental Oral Medicine	14 days	33	66
Dental Oral Surgery	14 days	9	38
Dental Orthodontics	N/A	36	46
Dental Periodontics	N/A	50	78
Dental Prosthetics	N/A	29	36
Dental Special Care	N/A	57	88
Dermatology	45 days	90	159
Diabetic/Endocrine	43 days	36	55
Endocrine Surgery	34 days	9	9
ENT	16 days	72	140
Gastroenterology	31 days	13	56
General Medicine	N/A	53	87
Genetics	N/A	31	78
Geriatric Medicine	N/A	28	47
Gynaecology	17 days	39	141
Haematology	14 days	9	9
Hepatology	14 days	35	150
Immunology	N/A	10	11
Infectious Diseases	N/A	61	119
Lipid	N/A	9	31
Nephrology	N/A	9	34
Neurology	48 days	161	288
Neurophysiology	N/A	139	152
Neurosurgery	14 days	24	120
Ophthalmology	35 days	101	270
Osteoporosis	N/A	9	33
Paed Allergy	N/A	9	124
Paed Cardiology	N/A	30	52
Paed Dermatology	14 days	9	72
Paed Endocrine	N/A	9	130
Paed ENT	14 days	31	67
Paed Feeding Clinic	N/A	9	9
Paed Gastroenterology	N/A	28	55
Paed Immunology	N/A	9	9
Paed Medical	14 days	9	65
Paed Metabolic	N/A	9	45

Paed Nephrology	14 days	9	32
Paed Neurodisability	N/A	9	9
Paed Neurology	14 days	13	42
Paed Neurosurgery	N/A	9	32
Paed Orthopaedic (RBHSC ONLY)	N/A	9	63
Paed Plastics	14 days	13	39
Paed Respiratory	N/A	9	36
Paed Surgery	14 days	39	79
Paed Urology	N/A	31	93
Pain Clinic	N/A	100	164
Regional Fertility	N/A	N/A	78
Respiratory	14 days	40	118
Rheumatology	N/A	233	307
Specialist Medicine	N/A	30	121
Thoracic Surgery	21 days	30	36
Upper GI Surgery	43 days	33	55
Urology	14 days	70	135
Vascular	N/A	14	177

*Longest waiting times indicated

	Body Area	URGENT	ROUTINE
Orthopaedics	Back	141	244
	Shoulder	62	226
	Foot	49	152
	Upper Limb / Hand / Elbow	47	191
	Hip	40	53
	Knee	45	54
	Paeds	32	74
	Scoliosis	55	67

*Longest waiting times indicated

Imaging Waiting Times

Specialty area	SUSPECT CANCER/RED FLAG Appointment (days)	URGENT Appointment (weeks)	ROUTINE Appointment (weeks)
MRI	14 days	11 weeks	20 weeks
Neuro MRI	14 days	13 weeks	60 weeks
GA MRI adult	n/a	44 weeks	78 weeks
GA MRI paediatrics	n/a	12 weeks	64 weeks
CT Colonoscopy	14 days	4 weeks	13 weeks
CT cardiac	n/a	6 weeks	31 weeks
CT general	14 days	3 weeks	6 weeks
Non obstetric ultrasound	14 days	4 weeks	12 weeks
MSK ultrasound with injection	14 days	6 weeks	65 weeks

*Imaging mean waiting times indicated

THE PRACTICE WILL BE CLOSED FOR THE CHRISTMAS BANK HOLIDAYS ON:

FRIDAY 25TH DECEMBER 2020
MONDAY 28TH DECEMBER 2020
FRIDAY 1ST JANUARY 2021

When we are closed over the Christmas period, GP Out of Hours services are available for matters that cannot wait until we reopen.

The service operates weekdays after 6pm, at weekends and during bank holidays.

It is not a walk-in service, so you or your relative must first contact the Out of Hours Service by phone. A doctor or nurse will return your call promptly and then speak to you or your relative and decide on the best action to take.

If you need to contact this service, call one of these numbers :

028 9079 6220 (in South and East Belfast)
028 9074 4447 (in North and West Belfast)
028 9260 2204 (in the Lisburn area)

When you call, the operator will take some details and pass them on to a doctor. The doctor or nurse will then phone you back to discuss your condition. Please remember that home visits are for those who are too ill to travel to the centre and that inappropriate calls may deprive someone in more need of the service. We ask our Patients to consider carefully if they need to contact, Out of Hours or if they can wait until we reopen.

Please ensure you have ordered your regular medicines in good time before the Bank Holiday closures. A significant number of calls are received by GP out of hours are to manage ongoing prescriptions - as many as one in five contacts - this then limits access to others who more urgently require their support. If your repeat prescription is due for reordering over the holiday period, please ensure you order your repeat prescription, collect it from the surgery and have it dispensed by your pharmacist in good time, to ensure you do not run out of your medicines when the surgery and your local pharmacy is closed. Remember some medicines may need ordered in by your pharmacy, so please don't leave it to the last minute!

THE PRACTICE IS DELIGHTED TO WELCOME DR JODY MCKELVEY

The practice is delighted to welcome Dr Jody McKelvey to the practice, as our new salaried GP. She is a very experienced GP and has most recently been working in Scotland. She has particular interests in Diabetes, and Women and Children's health.

We trust you will make her feel most welcome, and we look forward to working with her.

