

KNEBworth AND MARYMEAD MEDICAL PRACTICE

PATIENT PARTICIPATION GROUP NEWSLETTER

March 2020

MANAGING THE CORONA VIRUS IMPACT

As from now, and in line with the latest NHS England guidance, the Practice will be changing its appointments to mainly telephone consultations. The purpose of this is to reduce the risk to our vulnerable and older patients and our clinical staff becoming infected with the Corona virus. When you contact the surgery you will be given an appointment and time, but this will be conducted by telephone. If as a result of the telephone call, the GP or nurse agrees that a face to face appointment is needed, this can then be booked. As you can appreciate, home visits will have to be kept to the minimum, based on the GP's assessment of the need.

This will allow the Practice to ensure that essential things like prescriptions, reviewing test results, discharge letters and referrals are kept going.

Also remember there are a wide range of services that allow you to contact the surgery via our website, via email, use eConsult (the online triage service) and online access to your medical records.

The Practice will be reviewing this on a daily basis, so please continue to look at our website or our Facebook page for the latest update.

Thank you for your understanding at this time.

On behalf of the Practice, Patient Participation Group and NHS England.

KNEBworth SURGERY RELOCATION

We are pleased to say that the opening date for the new surgery is scheduled for Monday, 27th April.

The Surgery on Station Road will be closed for the day on Friday, 24th April, to prepare for the move to St Martin's Road over that weekend. Emergency, but not routine, appointments will be available at Marymead Surgery on that Friday.

It would be helpful if you could make sure any prescription requests are put in a few days earlier to try and avoid any last minute urgent requirements on Friday, 24th April.

The address of the new Surgery is **7 St Martin's Road, Knebworth, SG3 6ER**; the telephone number remains unchanged as **01438 812494**.

It is possible that the Library and the Pharmacy will be moving into their new premises around the same time.

HELP YOURSELF TO HEALTH 2020

Our annual Help Yourself to Health Meeting is scheduled to be held on Wednesday, 22nd July and we are still hoping that it will be able to go ahead; however, we will keep you informed, as the issues surrounding the corona virus situation are likely to affect our ultimate decision.

EXTENDED ACCESS – WEEKEND AND EVENING APPOINTMENTS

The Extended Access Service provides additional appointments with GPs and other health professionals in the evenings, at weekends and on Bank Holidays. The service can see babies and children and there are nurse appointments available too. It is, however, only for routine appointments, not emergency ones.

From 1st April, the venue for Knebworth and Marymead patients is changing from Kingsway Health Centre to King George Surgery, 135 High Street, Stevenage, SG1 3HT. Appointments, which can be made through our receptionists, are available Mondays to Fridays from 6.30 pm to 8.00 pm, on Saturdays from 9.00 am to 12.30 pm and on Sundays from 9.00 am to 12 noon.

PATIENT PARTICIPATION GROUPS AND THE PRIMARY CARE NETWORK

We are pleased to report that the Patient Participation Groups (PPGs) of the four Practices which comprise the South Stevenage Primary Care Network (PCN) have been invited to attend part of the next PCN Board Meeting (and, hopefully, successive ones); we consider this to be a major step in terms of patient representation.

The four PPGs will take turns to send one of its members to the PCN Meetings, who will then report back on the discussions in which they have taken part. These are early days and we shall just have to wait and see how successful it proves to be.

MISSED APPOINTMENTS

Unfortunately, and in common with many other Practices, we have a continuing problem that a considerable number of patients do not turn up for scheduled appointments and do not inform the Practice that, for whatever reason, they are unable to attend.

In December, at Knebworth and Marymead there were 201 DNAs (DNA = Did Not Attend) and in January there were 209. If you are unable to make your appointment, please telephone the surgery as soon as possible. This is even more crucial at the present time when the clinical resources at the Practice are likely to be stretched to breaking point.

PPG CONTACTS

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Produced by The Knebworth and Marymead Patient Participation Group