



*W*elcome to this issue of Angel Hill News. A significant amount of change has happened since the last newsletter in February 2020 and now things have settled down a little bit, this newsletter highlights these changes.

COVID-19 CHANGES

COVID-19 (Coronavirus) has made considerable amount of changes in everything we do and how we do it. Angel Hill Surgery has had to adapt to these changes. Our underlining principle in everything we have done and continue to do, is to ensure the safety of our patients and staff. The main changes we have introduced are:

1. No pre-booked or 'on the day' GP appointments.
2. Triage by a GP or one of Advance Care Practitioners.
3. Introduction of video consultations
4. Reduced 'face-to-face' appointments
5. Introduction of e.consult to enable electronic requests to be forwarded to the practice 24/7. (More details later)
6. Separating the surgery into zones, to reduce as much as possible the risk of infection transfer.
7. Reduce the footfall into the surgery, through the use of technology.

All the above are likely to remain in place for the foreseeable future.

We and Health watch Suffolk are keen to hear your thoughts about the significant changes that have taken place regarding appointments. To assist in this Health watch Suffolk have set up a survey at the following link. We would be grateful if as many patients as possible could complete this survey:

<https://healthwatchesuffolk.co.uk/digitalhealthandcaresurvey/>

You can also send your comments directly to the surgery by sending by email to:

Wsccg.angelhill.receptionadmin@nhs.net

FLU CLINICS 2020

Due to the social distancing rules, we are unable to have our flu clinics this year as we have done previously. **This year it is a strictly pre-booked appointment system only.**

Letters will be sent out to all patient entitled to a free NHS vaccination. On receipt of the letter, please book an appointment.

As vaccine arrival dates are spread throughout the autumn, letters will only be sent out to those we have the vaccine for. Therefore, if you do not receive a letter in late August/early September please do not worry, if you are entitled to a vaccination, you will receive a letter when we have the vaccine to vaccinate you.

Dates of clinics will be available on our website. We encourage you to arrange an appointment as soon as you get your letter and would encourage that those that can do so on-line do it this way. You can also book an appointment via Reception.

CLINICAL SYSTEM SWITCH OVER

Between the 13th and 22nd October 2020 the surgery will be switching over clinical system from EMIS Web to SystmOne. Planning is well under way and it is hoped that patients will not experience any disruption in the service we provide. Please be considerate during these dates and immediately afterwards as staff get to speed with a new computer system.

PATIENT PARTICIPATION GROUP

The surgery currently has an email patient participation Group. However, we very much want to increase the numbers in the group and if possible take it from an email group to a group that become actively involved in discussions around shaping the service Angel Hill Surgery provide. Therefore, if you are interested in joining the Angel Hill Surgery Patient Participation Group, please email your details to:

Wsccg.angelhillPPG@nhs.net

INFORMATION TO PATIENTS

As we all know, there has been a lot of changes recently regarding coronavirus, not to mention the changes in services in the fight to control the outbreak. We are maintaining both the website and our telephone messages with the latest information regarding attending the surgery. The surgery website address is:

www.angelhillsurgery.co.uk

ON LINE ACCESS

With the switch over from EMIS Web to SystemOne in October, any patient who has access through the Patient Access route will need to change this. The NHS App will allow you access to your records and undertake everything you do now with the same login details. Therefore, I would recommend that all users of Patient access download the NHS App and start using it now so that you will continue to be able to arrange repeat medications, view medical records and when able, book appointments, 24/7.

BURY ST EDMUNDS PRIMARY CARE NETWORK

The Bury St Edmunds Primary Care Network is an organisation that covers the 5 Bury St Edmunds practices. Together we are looking at combining resources to provide a better health provision to the Bury St Edmunds practices population. To assist in that the PCN has started to employ staff; Serena

Colborn is a Clinical Pharmacist works with us one day a week and assist us with the management of patient's medications. Further members of staff will be commencing later in the year.

These staff are being recruited to take away some of the tasks that the GP does, but can equally be undertaken by other trained healthcare professionals, this trend will continue in the coming months.

STOPPING SATURDAY CLINICS

With the limited number of patient face-to-face appointments being booked due to COVID-19, the surgery, with regret, had to stop the Saturday morning surgeries. This remains under review.

TEXT REMINDERS

The surgery has introduced a text reminder service. This includes appointment reminders and also reminders around campaigns, such as flu and shingles. We do need your mobile phone number to receive these messages, therefore when talking to a member of the surgery team, please confirm your mobile number is correct with them.

Paul Rayner
Business Manager