

Harrow East Primary Care Network

Small enough to care, large enough to scale.



NEWSLETTER Autumn 2022

Welcome to this edition of the Harrow East Primary Care Network Newsletter. Our aim is to give you information about news and changes to services at your GP practice.

Covid and Flu Vaccination Programme Autumn 2022

The Autumn Covid Booster

“The COVID-19 boosters are highly effective at increasing immunity and, by offering a further dose to those at higher risk of severe illness this autumn, we hope to significantly reduce the risk of hospitalisations and deaths over the winter.

Eligibility for the Covid Autumn Booster is shown in the table on the right. You will be contacted by your GP practice to offer you an appointment but if you have not heard and are in one of the eligible categories please contact your practice.



COVID-19 VACCINE

AUTUMN BOOSTERS

- ▶ Residents and staff in older adult care homes
- ▶ Frontline health and social care workers
- ▶ People aged 50 and over
- ▶ People aged 5-49 in a clinical risk group
- ▶ Household of immunosuppressed people
- ▶ Unpaid carers aged 16-49

Flu Vaccination Programme 2022

Flu vaccination sessions have begun . Look out for text messages from your practice.

Childhood Immunisation Programme

Vaccination is the most important thing we can do to protect ourselves and our children against ill health. Since vaccines were introduced diseases like smallpox polio and tetanus that used to kill or disable millions of people are either gone or seen very rarely. However, if people stop having vaccines it's possible for infectious diseases to spread very quickly again. Unfortunately, vaccine uptake has reduced in the last few years and doctors are seeing more cases of measles and mumps. Measles can lead to serious life-threatening complications like meningitis and mumps can cause hearing loss.

The table on page 2 explains the recommended vaccines at each age. If you have any questions or would like to discuss your child's vaccination programme please contact your practice. **Appointments can be offered in the evening and weekends to make it easier for working parents to attend.**

This year children in London are being offered Polio vaccine boosters after sewage samples with the virus were found across the city. Please see page 3 .



A visual guide to vaccines used in the routine immunisation schedule

	Vaccine trade name, manufacturer, abbreviation	Disease(s) protected against	Age due	
	Infanrix hexa (GSK) or Vaxelis (Sanofi Pasteur) Hexavalent vaccine DTaP/IPV/Hib/HepB	Diphtheria, tetanus, pertussis (whooping cough), polio, <i>Haemophilus influenzae</i> type b (Hib) and hepatitis B	8,12,16 weeks	
	Prevenar 13 (Pfizer) PCV	Pneumococcal (13 serotypes)	12 weeks and 1 year	
	Bexsero (GSK) MenB	Meningococcal group B	8 weeks, 16 weeks and 1 year	
	Rotarix (GSK) Rotavirus (oral)	Rotavirus gastroenteritis	8 weeks and 12 weeks	
	Menitorix (GSK) Hib/MenC	<i>Haemophilus influenzae</i> type b (Hib) and meningococcal group C	1 year	
	MMRvaxPro (MSD) or Priorix (GSK) MMR	Measles, mumps and rubella	1 year and 3 years 4 months	
	Fluenz Tetra (AstraZeneca) LAIV (nasal)	Influenza	Eligible paediatric age groups*	
	Boostrix-IPV (GSK) dTaP/IPV	Diphtheria, tetanus, pertussis and polio	3 years 4 months; and pregnant women from 16 weeks gestation	
	Gardasil (MSD) HPV	Cancers and genital warts caused by specific human papillomavirus (HPV) types	Boys and girls aged 12 to 13 years (school Year 8)	
	Revaxis (Sanofi Pasteur) Td/IPV	Tetanus, diphtheria and polio	14 years (school Year 9)	
	Nimenrix (Pfizer) MenACWY	Meningococcal groups A, C, W and Y	14 years (school Year 9)	
	Pneumovax 23 (MSD) PPV	Pneumococcal (23 serotypes)	65 years (and certain at-risk groups)**	
	Zostavax (MSD) [Shingrix (GSK) – only for those contra-indicated to Zostavax] Shingles	Shingles	70 years	

*See annual flu letter for eligible age groups: www.gov.uk/government/collections/annual-flu-programme

**See the Green Book: www.gov.uk/government/collections/immunisation-against-infectious-disease-the-green-book

Images of inactivated influenza vaccines not shown on this poster as several different products are available

Full details of the routine immunisation schedule available: www.gov.uk/government/collections/immunisation

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Polio vaccine boosters offered to children in London

Children in London are being offered polio vaccine boosters after sewage samples with the virus were found in multiple areas across the city.

The U.K. Health Security Agency announced Wednesday 10th August 2022 that all children between ages 1 and 9 across the capital will be eligible to receive an inactivated polio vaccine booster.

The vaccinations will ensure a high level of protection from paralysis and help reduce further spread of the virus.

While the majority of Londoners are protected from polio, the GP practices will shortly be contacting parents of eligible children aged 1 to 9 years old to offer them a top-up dose to ensure they have maximum protection from the virus. The NHS will contact you to ask you to book an appointment .

For more information please go to:

<https://www.gov.uk/government/publications/polio-booster-campaign-resources/have-your-polio-vaccine-now-information-for-parents>

See the results of the patient survey on evening and weekend access on page 6. Additional appointments on Saturdays and in the evening started on October 1st.

Changes to online consultation access

GP practices are getting busier and busier with high volumes of phone calls from patients and others. We know it can sometimes be hard to get through to your GP practice on the phone. The quickest and easiest way to get help from your GP practice is to submit an online consultation request via your GP practice website for those patients who are able to use this facility. You will need a computer or smartphone. Of course if you are unable to do this then do call your GP practice. All online consultations are accessible from your own GP practice's website. On page 4 and 5 overleaf there is an explanation of the online consultation platform for each of our PCN practices. They work in a very similar way .

Honeypot Medical Centre



Honeypot Medical Centre are pleased to announce that we launched a new online consultation tool called PATCHS. We have selected PATCHS to take the place of our previous online consultation service to improve the experience for our patients.

The new online consultation service offers a secure, simple and flexible way for patients and carers to contact their GP practice – it will not replace face to face appointments, it is in addition to routine contact with Practices.

Why use PATCHS?

- You can register for PATCHS from home
- Quick & easy to use - just answer a few simple questions to get started
- Avoid long waits for a GP appointment
- Access PATCHS through your GP practice website or your smartphone, at a time that suits you
- You can access a range of services: GP consultations, health advice, fit notes, medications & more
- Video Consultations Language translation

How do I get started with PATCHS?

You can register for PATCHS via your GP practice website. You'll be asked to enter your email address and set a password.

Once you have registered, you can access PATCHS by clicking the link on your GP website or opening the PATCHS app on your smartphone. Login by entering your registered email address & password.

Choose the appropriate option and answer a few simple questions to help your GP understand your problem.

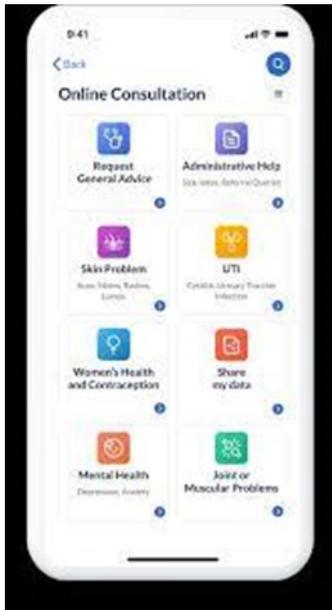
Your answers are sent to your GP who responds as quickly as possible. Initial responses may be via online message or phone, with face-to-face or video consultation appointments scheduled if necessary.

Answer a few simple questions and PATCHS will get you the help you need



You tube link:<https://www.youtube.com/watch?app=desktop&v=rvqtjUWhDRw&t=57s>

Mollison Way Surgery – Online system The Dr. iQ app



Dr. iQ is a free NHS online consultation platform, providing fast, safe and effective online consultations with the GP, reducing the need to book and wait for a face-to-face GP appointment.

Download the app from
Apple Store or Google Play

The app can be accessed from anywhere from any internet connected device, It is only for Mollison Way patients

With Dr IQ, patients can

- Register
- Conduct Online consultations
- Order prescriptions
- Update personal details
- View medical records

The app can be accessed from anywhere from any internet connected device, It is only for Mollison Way patients

For more information please follow the You tube link below.

<https://m.youtube.com/watch?v=rvqtjUWhDRw&t=57s&pp=2AE5kAIB>

Bacon Lane Surgery –Accurx

Following patient feedback that the old system was too cumbersome Bacon Lane Surgery is now using the Accurx online consultation system. Accurx has benefits for both patients and GPs and staff at the practice and is easier to use.

Please go to the practice website: <https://florey accurx.com/p/E84014>

Or follow the You tube link below for more information

:

<https://www.youtube.com/watch?v=ZOTMVITIYZA>

Changes to GP Services in the Evenings and at Weekends

The NHS has asked practices to design a new service to provide appointments in the evenings and weekends (Monday to Friday evenings 6.30pm-8pm and Saturday 9am-5pm) from October 2022. Currently, patients needing to see a GP between 6.30pm and 8pm or at weekends have to travel to one of three Access Centres: Belmont; Pinn or Alexandra Avenue. The new service would be provided in rotation in one of the three practices in the Primary Care Network (PCN) -Honeypot, Bacon Lane and Mollison Way.

The current Access Centres:

- **Are not staffed by patients' own GPs**
- **Are not able to view the patients' records and only acute minor issues (cough, sore throats etc) can be dealt with**
- **Do not provide nurse led services such as cervical smears or long term condition management**
- **Cannot refer patients to hospital for further treatment other than emergencies**
- **Require patients to travel to unfamiliar sites**

At the end of June the three practices in the PCN sent a survey link to patients canvassing their views on the proposed new services. The survey had over 2,800 responses.

The survey results showed that outside normal Monday-Friday opening :

- **79% of patients said they would be willing to travel to one of the other surgeries for an appointment**
- **50% of patients did not express a preference for evening (23.5%) or Saturday (21.8%) appointments but said that it would depend on when they needed help**
- **55.4% of patients said it would be helpful to see any health professional appropriate to their needs (GP, nurse, pharmacist healthcare assistant)28.1% said GP only and 16.5% GP or nurse only**
- **Patients would welcome the availability of a range of appointments: medication reviews, cervical smears, wound dressings and blood tests**
- **95% of patients said they preferred face to face appointments but also said telephone (29.7%) or video call 22.5% would be acceptable depending on need**
- **86% of patients would prefer to call the practice to make an appointment**

Several patients commented on the difficulty of making appointments during the working day and welcomed the ability to attend in the evening after work or at the weekend.

Thank you to all those patients who took part in the survey.

As a result of feedback from the survey and discussion in the three practices, additional appointments will be available from 1st October 2022. Appointments will be allocated based on size of practice population but patients may be offered an appointment at any one of the three surgeries.

In addition extra phlebotomy (blood test) appointments will be offered on Saturday mornings.



Please ensure we have an up to date mobile telephone number to help us contact you