**www.kensingtonpartnership.org**

**Kensington Partnership**

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 December 2020

Patient Participation news

Patient Engagement and Public Relations Officer

Hello everyone I would like to introduce myself. My name is Surji Cair and I am the new Patient Engagement and Public Relations Officer. I am taking over from Joanne Ward who is now working on a new exciting CLICS (Central Locality Integrated Care Service) project and she will report its progress at your next meeting.

In this role I shall be supporting the Kensington Partnership’s Patient Partnership Group (PPG) and I am hoping to get to know as many of you as possible. Together I hope we can engage more patients to improve the services of Kensington Partnership as well as to ensure that the local communities are keeping well and healthy with a variety of interventions and initiatives. I believe prevention, self-care and self-help are essential ingredients to avoid or delay many long term physical and mental health conditions. I hope to work closely with the voluntary sector to refer and help patients to start and support a number of self-help groups as and when required.

Patient Participation Group

I am aware that prior to the lockdown two existing PPG groups merged and at the next face to face meeting we will explore how we can all work together as one group to improve the services of Kensington Partnership.

Due to the COVID-19 pandemic we have not been able to have any PPG meetings for some time now. Hopefully next year we will be able to resume face to face meetings.

Finally some good news on the horizon is that the first COVID-19 vaccine has started being administered in this country so hopefully we will be back to normal in the very near future.

Appointments and Telephone lines

Since March due to COVID 19 patients have only been able to book appointments over the phone and have not been able to book appointments in person.

We are aware that there are some problems with the phone system which are currently being investigated.

Since April this year the consultations with clinicians have mainly taken place over the phone due to COVID 19. However in some circumstances patients have been able to have face to face appointments when clinicians felt they were necessary.

E-Consult

We are pleased to report that the uptake of E-Consult has really gone up since April as this chart demonstrates:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **E-Consultation Uptake Summaries** |  |  |  |  |
|  |  |  |  |  |  |  |  |
| **Month** | **Total Visits** | **Self-Help Visits** | **Pharmacy Self-Help Visits** | **E-Consults Submitted** | **E-Consults diverted to another service** | **Attempts to save apps** | **Estimated apps saved.** |
| Apr-20 | 281 | 6 | 6 | 49 | 16 | 41 | 29.4 |
| May-20 | 162 | 0 | 0 | 39 | 8 | 28 | 23.4 |
| Jun-20 | 168 | 0 | 0 | 50 | 6 | 34 | 30 |
| Jul-20 | 182 | 0 | 0 | 35 | 11 | 28 | 21 |
| Aug-20 | 234 | 0 | 0 | 53 | 8 | 37 | 31.8 |
| Sep-20 | 557 | 0 | 0 | 107 | 22 | 77 | 64.2 |
| Oct-20 | 672 | 0 | 0 | 124 | 27 | 91 | 74.4 |
| Nov-20 | 1658 | 66 | 20 | 295 | 67 | 233 | 177 |

GP Practice – Who can help

We want to make our patients aware that as well as the GPs the Kensington Partnership have many other members of the medical staff team who can also help the patients:

* Advanced Practitioners
* Nurses
* Dietician
* Midwives
* Physiotherapists
* Pharmacists
* Social Prescribers
* Health Care Assistants

The reception staff normally triage the patients and ensure that the best clinician for their needs is offered.

Flu Jabs

Flu jabs are still available and we are encouraging patients to make an appointment if they are entitled to a jab.

I shall hopefully be in touch with you in January, however if you have any queries regarding this information please do not hesitate to contact me on surji.cair@bradford.nhs.uk

In the meantime I would like to wish you all Season’s Greetings from all the staff at the Kensington Partnership.

Please stay safe!

  

Surji Cair

Patient Engagement and Public Relations Officer