

# The Randolph Surgery Newsletter

## April 2020 - Issue Number 1

[www.westlondonpractice.co.uk](http://www.westlondonpractice.co.uk)

### COVID 19

During this difficult time we have moved all appointments to telephone consultations to minimise the amount of face to face therefore reducing the risk to patients and staff while ensuring that the practice remains operating as best as it can.

All patients should now download our app Dr IQ (<https://www.dr-iq.com/download-app>). This allows patients access for medications requests, reviews, appointments and a direct message to the clinical team instead of waiting to get through to the practice during opening hours which is our busier times. This app is monitored 8am to 8pm Monday to Friday and on the weekend 10:00am to 19:00pm.

All routine investigations/referrals/reviews and checks have now been postponed in the interim although some reviews will continue that can be done over the phone. These will include checking in on our vulnerable patients.

Face to face appointments that are being continued include immunisations for children, urgent dressing changes and injections.

Prescription requests are still being issued as per normal guidance from NHS England this is to ensure that a national shortage is prevented. We ask all patients to request medication in the normal way which is a week before medication is due and then to allow 48 hours for the prescription to be processed.

### CLINICAL TEAM UPDATE:

Dr Nessa - GP

Dr Toukan - Lead GP

Dr Pourghomi - GP

Sura Abdullah - Resident Pharmacist

Charles Neil - Resident Physician Associate

Senam Duncan Adadevoh - Practice nurse

Zahra Abdullah - HCA in training

Arun Konar- HCA

### AT Medics

AT Medics have been awarded a 10 year substantive contract to provide services to the patients at the Randolph Surgery from 1st April 2020. For the uninitiated, AT Medics have been running the practice since 10th May 2019 as caretakers. Their care-taking term came to end on 31st March 2020. This means the patients of Randolph surgery will receive an interrupted service and therefore, patient continuity of care remains intact.

## A welcome message from the lead GP, Dr Toukan

Dear Patients,

During these unprecedented times of Covid-19, our team will endeavour to help you as best as we can. I ask you to all stay safe, please do abide by the government regulations and only leave home for essentials such as food and medicine. Practice social distancing of at least two metres when you are out and wash your hands regularly. Minimise watching or listening to news about Covid-19 as it may cause increased anxiety and seek information from trusted sources such as the WHO website and others:

<https://www.who.int>

<https://www.nhs.uk>

<https://www.gov.uk>

<https://www.westminster.gov.uk>

Please use technology to stay connected with your friends and social networks. Please also support those in the community who may be alone - a telephone call might make all the difference.

Finally, thank you for the support we have received from our patients and the community - we have really appreciated your thoughts and wishes.

### Top Tips for Ramadan

Ramadan is fast approaching; here are some tips for healthy fasting:

1. Avoid skipping suhoor (pre-dawn meal): skipping suhoor means your body will have to rely on the previous meal for energy and nourishment until your next meal (Iftar); you will feel more dehydrated and exhausted.
2. Don't overeat at Iftar (dinner): overeating at Iftar can cause indigestion and weight gain.
3. Avoid eating fried fatty foods, salty and high sugar foods: it may be tempting to break your fast on greasy foods and treats you missed out on during the day- these foods are likely to give you indigestion and weight gain and will make you feel thirsty, sluggish and tired.
4. Drink plenty of water: Make every effort to drink at least 8 glasses of fluid daily before dawn and after sundown. The best fluid is water but this can include juices, milk and soup. Avoid having caffeinated drinks like coffee and tea as they have a diuretic effect and will dehydrate you.
5. There is no compulsion to fast if you have a long-term condition or are feeling unwell.
6. If you are taking long-term medications- do confirm the dosage schedule with the doctor or pharmacist before you start fasting.
7. If you're diabetic please consult the GP or pharmacist before you start fasting. Your blood sugars will tend to run lower and you will need to regularly monitor your blood sugar levels.

**WELCOME TO THE FIRST Randolph Surgery Newsletter April 2020**  
**By necessity our Patient Participation Group (PPG) contribution to**  
**this newsletter is brief, in order to cover the current COVID-19**  
**situation.**

**The PPG exists as a specific, diverse group of Patient Activists, working on behalf of all Patients for the overall good of the Randolph Surgery, the Services and the Local Community. A positive critical friend, working in tandem with the Clinicians and Practice Management.**

Proposed Activities/Collaboration agreed with AT Medics (ATM) at the commencement of their 10 year contract on 1st April 2020 - as reported in the PPG minutes - 02 March 2020 - (all agreed prior to onset of COVID-19):

Proposed Activities/Collaboration agreed with AT Medics (ATM) at the commencement of their 10 year contract on 1st April 2020 - as reported in the PPG minutes - 02 March 2020 - (all agreed prior to onset of COVID-19):

1. Elizabeth Woolf (EW) stepped down as chair of PPG. Having canvassed views, no interest in taking on role was gained: subject to views/approval of the PPG membership, Joanna Lloyd-Davies (JLD) will take on interim role as chair with Tony Eccles (TE) continuing as vice-chair
2. JLD advised the following future collaboration proposals, having liaised with ATM (Yasmin Bouzelmate [YB] and Pal Bhambra [PB]), along with EW and TE, based upon the following:  
Randolph Surgery: Patients numbers now 7,500 (reduced by 750 since originally stated in tender - due to patients leaving/ghost patients being removed). 50% are families; 20% are under 18 years; 320 are over 75 years; 15 are housebound
  - a. Monthly meeting - PPG (JLD and TE) with ATM (PB/YB)
  - b. Full PPG meetings to remain at three monthly intervals
  - c. Bi-monthly Randolph Surgery newsletter proposed: with dedicated space for PPG reporting. All to be approved by PPG (JLD/TE) before dissemination. Hard copy at surgery and text messages to alert patients to online copy on surgery website
  - d. Encourage all patients to approve use of email communications: Process agreed for leaflets and notice on surgery website; also, to be included on new patient sign-up forms
  - e. Use of dedicated PPG email address - [Randolphppg@gmail.com](mailto:Randolphppg@gmail.com)
  - f. ATM, Clinicians and Randolph Surgery Staff to support developing PPG diversity and membership in line with the standard six healthcare groups (suggested minimum of one, ideally two patients per group):
    - i. Families and young children
    - ii. Working age population
    - iii. Long term conditions
    - iv. Vulnerable patients (usually with carers)

- v. Over 75's
- vi. Poor mental health

Also representatives for:

- i. Palliative Care
  - ii. Patient Representation Group
  - iii. HealthWatch
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- g. Practice Manager (YB) to hold specific weekly surgeries to discuss issues
  - h. New clinical lead, Dr Toukan and ATM, CEO - to present at next PPG
  - i. ATM to take on PPG minute taking process.

We urgently need to increase the diversity of our PPG. If you fall into any of the above-mentioned groups and would like to learn more about our involvement and responsibilities, do please email the Randolph PPG at [Randolphppg@gmail.com](mailto:Randolphppg@gmail.com) Please include your full name, the group you may be aligned to and your contact telephone number. We look forward to hearing from you.

Tony and I hope these initial steps will create greater collaboration for the overall benefit of all users of the Randolph Surgery. Albeit our proposals make take a little longer than envisaged initially due to the current Covid-19 challenges, we plan to include more information in future newsletters and welcome your comments. The next PPG meeting is due on 1st June 2020. However, we shall update you in due course.

Stay safe. With every good wish - Joanna Lloyd-Davies, Interim Chair and Tony Eccles, Vice-Chair - The Randolph Surgery Patient Participation Group.