

To All Our Patients



As you can imagine, the current COVID-19

Pandemic has required General Practice to work in a very different way in order to continue providing a service to the most vulnerable patients and trying to keep all our patients and staff as safe as possible.

We were in a good position to change, as we already made extensive use of telephone triage and we have also brought forward plans to add video consultations and increased electronic prescribing, as well as the use of email or text for communication, including medical certificates and blood test forms. We are now doing the majority of our consultations by telephone, only bringing in patients when absolutely necessary. We are also collaborating with local practices and hospitals more than ever before, to ensure that our services remain robust.

All of our doctors, nurses, managers and reception team have been amazing, continuing to work beyond expectations, despite a massive workload and the difficulties of keeping safe: we are expressing our gratitude to them on your behalf. Often, we are receiving last minute and varying instructions, as the situation is fast moving, so we are doing our best to ensure that our services are keeping up with requirements and certain information, such as the data regarding the high risk patient letters is still awaited.

We understand that these huge changes are difficult for many patients and that some people are required to wait for expected treatments, which is very frustrating. Rest assured that the most vulnerable will receive the appropriate treatment. I know that some of those who are not well and need either our support or that of A&E might think they should not bother us because all of the NHS is busy. However, if you are not well, then we would rather see you sooner so that we can help you rather than leaving things too late.

With your patience and understanding we are determined to help our patients through this crisis to the best of our ability. We shall get through this crisis together and it is likely that there will be long term changes in the NHS in the future.

We hope that you and your dear ones will keep safe, and it is so important that we continue to abide by the advice to only go out when essential, keep social distancing and maintain infection prevention



Partners

Dr T Fernandes
Dr S Stier
Dr H Antscherl
Dr H Shakir
Dr M Nicholas
Dr A Kamal

Associates

Dr D Franzmann
Dr S DaSilva
Dr T Darku
Dr F Sunassee
Dr J Bilaney
Dr A Gohar
Dr N Zourob
Dr S Soltanieh

Registrars

Miss S Zaheer

Pharmacist

Mrs Purvi Shah

Practice Nurses

Clare Jones
Elaine Whittaker
Kerry Farmer
Charlie Rooney
Karen Dancer, HCA

Practice Manager

Mr C Neal

Asst Practice Manager

Miss K Day

Deputy Managers

Miss S Wartnaby
Mrs S Conway

Please Update Your Records

Please ensure that we have all of your up to date contact details, especially your mobile number and email address. At the moment, where we are trying to reduce patient footfall to the Surgery, we are sending more paperwork to you by text and email, even blood forms and sick notes. Please inform the Surgery if your details have changed recently — Tel 01442 250 117 or email via the website at www.parkwoodsurgery.nhs.uk.

Staffing changes since the last Newsletter

We are pleased to announce the arrival of some new doctors. Joining the team are Farah Sunassee, Jessica Bilaney, Asifa Gohar (who will work three days a week), Sarvin Soltenieh (who has worked with us before when she was our Registrar) and Numan Zourob is part of our International recruitment programme and joins us from Spain.

Unfortunately we have also had Dr Jensen and Dr Johnson-Ferguson leave. Our paramedic Mr Owen has re-joined the Ambulance Service to help them out during the current Covid-19 crisis as he feels that his skills are better utilised with them when the number of patients he would see has reduced. We wish those leaving all the very best and trust that when this restricted period is over, you will get to meet our new GPs.

Bank Holidays

Although we are normally closed on Bank Holidays, because of the Covid-19 virus, these have been classed as normal working days for the NHS, which includes GP Surgeries. This is to try to take some pressure off the other NHS Services, such as 111, the Urgent Care Centres and A&E.

Our staff worked over the Easter holidays and we will be open again on 8th May – VE Day bank holiday and are still waiting to hear about 25th May.

Prescription requests

We are sorry to have upset those who received a text message saying that requests made more than seven days earlier than their medication should last until would be rejected. This was not specific to any individual, but to all of our patients and, because there are problems with some medications, and if patients request items early, it puts extra pressure on the supply of these medications, so they might not be available.

Patient Group Newsletter

Our patient group will be putting together their own newsletter every couple of months. You will be able to get access to it via their twitter page @ParkwoodFriends, members will be sent it and we will also be adding them to the Friends page on the surgery website.

Thank you

We would also like to thank Berkhamsted School, Tzu Chi foundation UK Limited and Longdean School for their generous gift of various PPE. As you will have seen in the News, this is a big issue for all NHS Organisations and we have struggled to get certain supplies when required, so to have these donations has been very welcome.

On behalf of the staff we would like to thank all of our patients who have adapted the way you are, engaging with the Practice and staff in a very different way. It has been a learning experience for all of us, but it has made our job easier by the positive way that you have taken to the changes we have had to make. We also appreciate the kind messages received for the work we are doing and the Thursday night clapping, which does give everyone a boost. Please do remember that we are here for you.