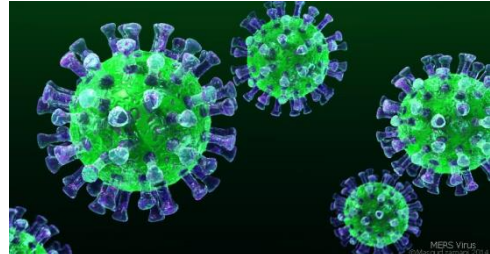


22 October 2020

COVID-19 Reflection

I hope this newsletter finds you well and coping during these strange times.

COVID officially hit MK on 9 March 2020 when we had notification of our first confirmed case. While we were all aware and affected by the virus before that 9 March feels like a significant moment for MK as a community.



As reported in our June newsletter the practice team had never worked so hard or adapted so swiftly as they did to respond to the demands the COVID-19 pandemic. They have done themselves and the patients of Stony Medical Centre proud.

We have continued to keep the doors to the building closed to minimise the possibility of someone unexpectedly coming into the building who might have COVID symptoms. To keep the risk of the virus entering the building we continue to:

- Offer video or telephone consultations where a face to face appointment is not necessary;
- Allow entry to the building only where there is a booked appointment;
- Check every patient for symptoms before booking an appointment;
- Temperate check every person entering the building;
- Ask that masks are worn by all those entering the building;
- Provide hand sanitising gel throughout the building;
- Operate a one way system within the practice to minimise risk of contact;
- Wherever possible leave doors open so minimise the need to use door handles;
- Provide the clinicians with longer appointment slots to ensure cleaning is carried out every time a patient leaves a consultation room;
- We continue to be well stocked with PPE and cleaning equipment.

Despite all this we are of course dependant on our patients playing their part and we thank you (nearly all of you) for committing to keep yourselves and us safe.

However, unfortunately just 2 weeks ago a patient was coming to the end of her appointment when she mentioned that she had been feeling a bit unwell for a few days and had a loss of her sense of taste. She had no temperature on arrival and had denied any COVID symptoms when her appointment was booked. This kind of behaviour could put others at risk; both other patients in the building as well as the staff she may have come into contact with.

We will take all the precautions we can but as we enter winter and are already seeing an increase in positive cases in MK we are reliant on the support of our patients to keep us all safe. Thank you.

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Flu

Of course, at this time of year a newsletter cannot be written without referencing flu!

Once again our amazing nurse team are vaccinating as many of you as we can get hold of.

This year many of you will already have visited the Kiln Farm site where you may have met some of our colleagues from Watling Vale Medical Centre who we have joined with to deliver a joint vaccination programme. This is the first time we have delivered a shared, off site flu vaccination programme. We have received some reluctance from patients to travel however by vaccinating off site we can minimise the footfall into the practice thereby ensuring we can keep the building safe and COVID free for patients who need to attend for other appointments. This is certainly not the year to hold large Saturday morning clinics & risk not being able to assure ourselves of social distancing rules.



We hope you appreciate the efforts that have been made to keep you and our practice team safe.

At present we are still progressing with vaccinating our Over 65's and those who fall into one of the At Risk categories.

If you are over 65 years old, or fall into one of the At Risk groups and have not had your vaccination please contact the practice ASAP to make your appointment.

Supplies for the 50-64 year olds should be arriving around the middle of November so as soon as we have confirmation of their arrival date we will be contacting this additional cohort of patients to book vaccination appointments.



Last but by no means least, we must thank AgeUK who have provided the space in Kiln Farm to allow us to run our clinics. They have been extraordinarily generous offering us the space and supporting us throughout the set up and the ongoing delivery of this service. In turn we can thank them by spending some money in the Furniture Warehouse (while you are in Kiln Farm) or making a donation to AgeUK please do what you can. All money raised by AgeUK in Milton Keynes is spent in Milton Keynes.

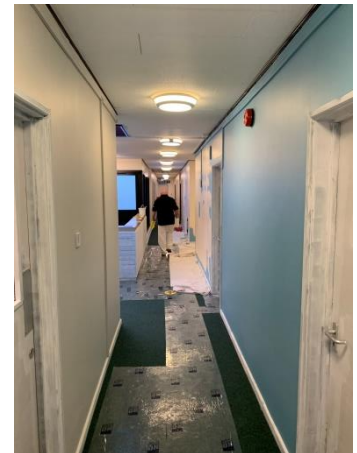
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Decorating the Practice

Rather out of the blue, our landlords, NHS Property Services, arranged for decorators to visit the practice and paint our public areas.



It has been rather chaotic working around them but they are most welcome and the practice is looking much brighter.



KLINIK ACCESS

Klinik Access – online communication with us

On 17 June we launched a new way of accessing care and support from the Stony Medical Centre team. The new tool is called **Klinik**.

Klinik enables patients to ask questions, report symptoms, submit an administrative request and discuss other information. We triage all requests and respond within a stated timeframe. Not all enquiries are dealt with on the day but they are assessed and responded to within a safe and appropriate timeframe.

We respond electronically, on the telephone, by video consultation or face to face. Your needs will be met by the most appropriate person from within the practice team.

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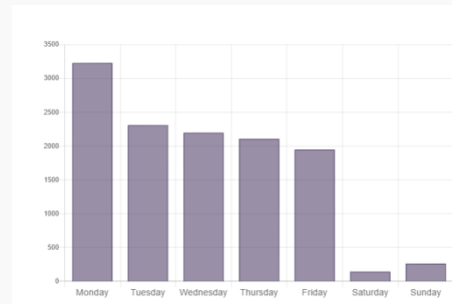
Some Klinik Stats

Since launching Klinik our team have responded to 12,197 contacts

Inbound Contacts – by weekday

Monday is our busiest day.

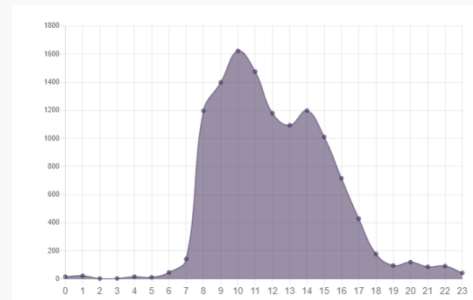
To date 26% of our total contacts have been received on a Monday.



Inbound Contacts – by hour

As the chart shows 10:00am is the time we receive the most contacts.

We then have another peak at 2pm.

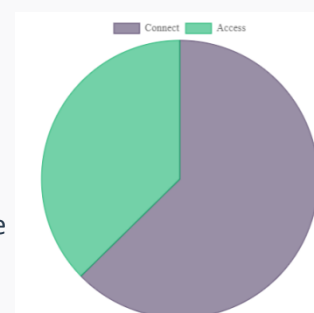


Inbound Contacts – Connect v Access

You can use the online facility to make log your own enquiry. The tool is called **Access** (shown in green in the pie chart).

You can still telephone the practice. If you telephone the practice you will be taken through the same questions and triage service as those who have used Klinik.

When our reception team fill out Klinik for you they use a tool called **Connect** (shown in grey in the pie chart).



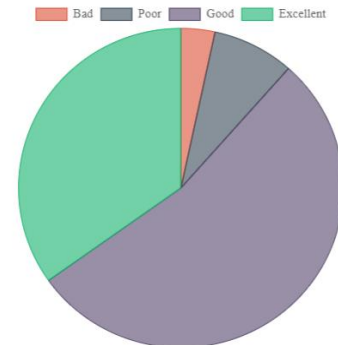
63% of our patients continue to telephone the practice. While you can still telephone us, you will almost certainly find it quicker to make your request online rather than waiting to speak to one of our very busy reception team.

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Inbound Contacts – Feedback

2,133 people have elected to provide feedback after using Access.

Feedback has been overwhelmingly positive with 54% reporting their experience as Good and 35% reporting their experience as Excellent.



Some FAQ's

Where do I find the service?

You can find the service on our practice website.

Do I need any login or credentials for using the service?

Using the service does not require login or registration. We have chosen this approach to make the service quick and easy-to-use. The service uses

a highly secure one-direction communications connection, which, according to the regulations, does not require strong authentication.

What kind of information do I have to provide when using the service?

To refer you to the right treatment smoothly, the service asks you to describe your query and symptoms and their location. Naturally, you need to provide your personal and contact details so that we can contact you regarding the next steps in your treatment process.

My relative/child cannot submit a contact request themselves. Can I submit it on their behalf?

Yes, the service allows acting on relatives' or children's behalf if they have given their permission for this (in case the child is under 10 years of age, no permission is required).

If you are using the service on someone else's behalf, remember to indicate this on the form under "Give your personal details" by ticking the box "I am using the service on someone else's behalf" and filling in your details.

How do I know that the contact request I submitted has been delivered?

After submitting a contact request, you will receive an email notification regarding its delivery. If you do not receive this notification, contact your GP practice directly, e.g. by telephone. If you do not have an email address or have not given it in your request, you will not receive the confirmation message however, if the system has shown the notification "Your request has been sent", you can be sure that the message has been sent and then simply wait for the GP practice to contact you.

I do not want to book an appointment but need care instructions. What to do?

You can still submit an online contact request. Follow the instructions provided by the service and your GP will contact you on the next working day at the latest. If medical professionals think that you do not need an appointment, you will be provided with self-care instructions as well as instructions regarding the symptoms.

How will I be contacted after I have sent a contact request?

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We use traditional contact methods; in addition to calling by telephone, we use a message interface to send and receive text messages.

Can I also take care of other health-related matters through the service (prescription renewals, test result enquiries, etc.)?

You can take care of these matters, too, conveniently through the 24/7 online channel. In this case, choose the topic from the first part of the service form and answer the subsequent questions. If you are coming to an appointment due to a health problem and want to take care of other matters during it, you can mention them under "Other topics" on the service form. In this way, we can get prepared for handling these matters at the same time and, if necessary, book a slightly longer appointment.

Can the service also be used with tablets and smartphones?

Yes, you can use the service with a computer, a smartphone, or a tablet through the GP practice website.

Who is responsible for the technical functionality and information security of the system?

The service and its information security have been developed by the health technology company Klinik Healthcare Solutions. The company is built on a foundation of medical and IT expertise. The service has already been in use in 400+ healthcare centres in UK, Finland, and Portugal.

Who can access the data?

Only authorised GP practice staff working in appointment operations can process the messages over a secure connection. The messages are allocated by surgery, that is: practice staff see only the messages of the patients of the surgery in question, not all the messages of the region.

Is my data saved somewhere?

Data is saved in a secure and similar way to which we already save your personal and clinical information.

I could not access the service with my desktop computer – what is wrong? The form looks odd and cannot really be read properly – what is wrong?

Your computer or Internet browser may be too old. Try updating your Internet browser to the latest version. If this does not help, you can try to use the service with a tablet or a smartphone. If this does not help either, you can contact the GP practice by telephone or by visiting.

What happens if the system crashes?

If the patient can fill in their query details, the system has not crashed. In other words, if the system has crashed, the contact channel is not available. In this case, contact your GP practice by telephone or other means. All messages are saved on encrypted servers and when the system is again up and running, they can be accessed again.

What should I do if the system does not work and I cannot submit a contact request?

In this case, contact our appointment service by telephone.

Where can I give feedback on the service?

You can give feedback after you have submitted your query details in the online contact form. We warmly welcome feedback as it allows us to develop the service further.

Information Sheet

Stony Medical
Centre

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Contact us online

24h ONLINE ACCESS

Get help from your GP with our new 24h online consultation service!

START HERE >>

NHS KLINIK ACCESS

