

12 June 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. Obviously we were all aware and affected by the virus before that, but 9 March feels like a significant moment for MK as a community.



It is fair to say the practice team have never worked so hard or adapted so swiftly to the demands of the COVID-19 pandemic and I am proud to work here and be part of this team of people.

We have fared well as a practice team, largely due to our robust adherence of isolation rules for staff and households from the outset. This has left us fit and mostly virus free and therefore able to deal with the health needs of our patient population.

Our early action purchasing scrubs and other PPE has paid off as we have been well stocked throughout the pandemic and have even been able to share our stocks with other practices. We were also lucky that we were able to purchase some of our PPE (shoe covers, goggles, hair covering etc) via non-medical suppliers which not only provided us with supply streams that had not already been exhausted, but also initially they were at a lower cost than our usual medical suppliers were charging.

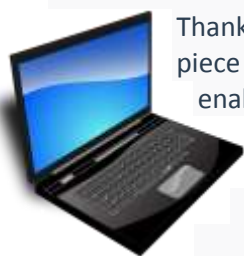


Our ICST (Integrated Community Support Team), led by Anne Beckett, have undertaken lots of work with shielding and vulnerable patients, often in their homes. This work has taken them from their normal activities but shows how responsive and flexible general practice can be.

Our practice based nursing team, led by Sarah Compton, have worked relentlessly to ensure treatment rooms are cleaned endlessly to ensure patients that need to come into the practice are kept as safe as is practically possible.



Before lockdown, and despite being super busy with their normal duties our reception team spent many "happy" hours cleaning door handles and shared spaces to ensure visitors to the practice were kept safe.



Thankfully we already had laptops with access to the clinical system (this is quite a special piece of kit and really very expensive) for every doctor and some of the admin staff. This enabled remote working on a larger scale to happen rapidly. We had purchased laptops, not in anticipation of a pandemic but to enable the team to keep on top of normal workload. A happy accident that we were prepared.

The health centre had three occasions when a suspected COVID positive patient came into the building. On each occasion we moved swiftly to close, deep clean and then re-open the practice. On each occasion we were able to maintain most of our services so hopefully none of you even noticed.

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To enable us to continue to function safely now and as lockdown continues to ease we have introduced many changes including:

- Remote working where possible for the clinical team to keep them virus free and therefore able to continue working;
- Video consultations;
- Entry to building only for those with booked appointments;
- Temperature checking for all staff and visitors to Stony Medical Centre;
- Protective screens for the reception team both in their office and at the front desk;
- Steady and good supplies of PPE;
- One way system established within the practice to minimise risk of contact;
- Our admin staff have their own telephone headsets now which improves infection control;
- Food deliveries from MK Food Bank for our most vulnerable, shielding patients;
- Daily practice updates via Zoom throughout
- Intranet established for all COVID guidance and updates
- And this week we saw our first PPG meeting via Zoom.

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## New Website

We have been working hard to update the look, content and functionality within our practice website.

The new site will be going live before next week. Users should find this new format much easier to navigate from tablets and smartphones. Our old website served us well, but was best suited to view from a desktop.

If you cannot find what you are looking for, or stumble across an error please do let us know, otherwise we hope you enjoy this new way of engaging with us.



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**KLINIK  
ACCESS**

## Klinik Access - a new way to communicate with us

From 10:00am on Wednesday 17 June, we launch a new way of accessing care and support from the Stony Medical Centre team.

GP Practices have been asked by NHS England to provide a Total Triage service to patients; this means all patients will receive the same service whether they contact us online, on the telephone or in person.

Using our new tool, **Klinik**, patients will be able to ask questions, report symptoms, submit an administrative request and discuss other information. We will triage all your requests and respond within a stated timeframe.

We will respond to you 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.

We believe that, with your support, we can protect the future of general practice by delivering services differently. We believe Klinik is the next step to create that secure future.

You can still telephone the practice, but whether you telephone us or use the online service you will be taken through the same questions and triage service, therefore 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.

Please be reminded that not all enquiries will be dealt with on the day, but they will all be assessed and responded to within a safe and appropriate timeframe.

## Some FAQ's

### Where do I find the service?

From Wednesday 17 June at 10:00 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).



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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?**

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 used 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?**

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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.



The advertisement features a light green background with the text 'Contact us online' in a large, bold, green font. To the right of this text is a circular icon containing '24h ONLINE ACCESS'. Below the main text, it says 'Get help from your GP with our new 24h online consultation service!' and includes a green button with the text 'START HERE >>'. In the bottom right corner, the NHS logo and 'KLINIK ACCESS' are displayed. The right side of the advertisement is composed of four small photographs showing healthcare professionals in various settings, including a doctor with a stethoscope, a man and a woman smiling, and two women in clinical attire.

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## Video Consultations

During the pandemic we have started using video consultations as a way of having face to face consultations with patients but while minimising contact and therefore minimising the risk of the spread of COVID.

This new way of working has proven popular with patients and has been adopted swiftly by clinicians.

While video consultations will never replace all face to face consultations they do offer another way of interacting with our patients. It is therefore our intention to continue to offer video consultations even after the pandemic has passed where it is safe and appropriate to do so.

You will be provided with instructions about how to use a video consultation when the need arises.