

QUARTERLY  
UPDATE  
FROM YOUR  
PRACTICE

# BGP Bulletin

SUMMER



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### Coronavirus Update

A lot has changed over the last few months and this has especially impacted the health service. At Brookside, we have made many changes to the way we operate to accommodate government advice and ensure we are up to date with new infection control guidelines. We have worked tirelessly behind the scenes to provide a service which is as safe and efficient as possible. Please take a moment to read some of the measures we've had to put in place, though not all of these will remain permanent changes, we do not know as yet when we will be able to relax things:

#### PPE

All clinicians now wear full PPE when there is a need for a face to face appointment with a patient. PPE includes; gloves, apron, mask and visor. Although this may not be something you are used to seeing when you come to the surgery, it enables our staff to safely continue looking after our patients even during this challenging time. Patients are also required to wear a face covering during their appointment.

#### Scrubs

These are sanitary clothing worn by our clinicians which are put on once they arrive at work and taken off before they leave. These can then be washed at a high temperature to avoid any infection risks. Clinicians must also clean down their rooms between seeing patients.

#### Social Distancing & Perspex

Our office spaces now ensure all desks are positioned 2m apart and facing walls where possible. This has meant moving furniture and equipment around and adding Perspex screens to the areas where this is not possible. At each site we have added 2m markers outside the surgery for our patients as they wait in line. Perspex has also been added to each reception window to reduce the spread of infection and we have many posters and reminders around the buildings to remind people to maintain a safe distance.

#### Meetings

Behind the scenes there are many meetings between staff which enable to the practice to run smoothly. These are now largely conducted virtually using Microsoft Teams, or in large rooms if social distancing allows.

#### Hand hygiene & health checks

Everyone entering our buildings must now use the hand gel provided and will have their temperature taken. Both staff and patients will also be asked some health check questions. Anyone with a temperature, or if they answer yes to any of the questions, will be asked to return home and call the surgery for further instruction. Staff are responsible for ensuring they regularly wash their hands and clean their workspaces to minimise the risk of spreading infection.

#### Appointments

Patients with a face to face appointment at the surgery are asked to wait in their car until they receive a phone call saying the clinician is ready to see them. This helps us limit the number of patients in the surgery at one time as well as avoiding the use of the waiting room.

The vast majority of appointments are now conducted on the phone and sometimes via video consultation if the clinician feels it would help with the assessment. This is proving to be invaluable in some cases and is a tool we are likely to use more in the future.

Many of our patients are now set up with online access to their repeat prescriptions and are able to make appointments online which means many patients no longer need to visit to the surgery for these services.

**Thank you for you for working with us to help keep people safe, and to enable us to provide medical care for those that have needed it most during this challenging time. We know how hard it has been for people to adapt so quickly, but we are very grateful for your understanding and support.**

## Friends & Family Test

In 2015 NHS England extended the Friends and Family Test to the General Practice. We are very pleased that in the last 3 months (March - June) 97% of all responders said they were 'extremely likely' or 'likely' to recommend us to their friends and family. Surveys are available from reception and on our website.

## Recent Patient Feedback

"I can't speak highly enough of Brookside Group Practice. It is exceptional and I have been a patient for 22 years. I count myself very lucky."

"Absolutely wonderful during this pandemic. I have been amazed by the availability of appointments especially for my children."

"I just wanted to provide feedback on how brilliant the practice have been during COVID and in normal circumstances. Staff handing the phones provided excellent care and are always very empathetic and make you feel listened to, rather than rushing you. I can't fault Brookside at all and just wanted to pass on my thanks as I'm sure practices normally receive complaints but not enough compliments! Many thanks."

## Time to say farewell to Dr Ros Hislop

Since graduating as a doctor in 1984, I spent 9 years training in Scotland after which we moved as a family to Reading in 1993. It has been a joy and privilege to settle and serve as a GP for 27 years in this area. The last 23 years have been here at Brookside Group Practice.



Brookside has been a truly amazing place to work and I feel very blessed to have had the privilege of serving amongst such a fantastic group of clinicians and non-clinical staff. Our ever expanding team is so full of dedication and enthusiasm, which has made it such a pleasure to work here and I will miss you all so much, patients and staff alike.

The last few weeks have been some of the most challenging for us all and it makes it feel all the more emotional to be saying good bye.

However, I am sure Brookside will continue going from strength to strength and I look forward to hearing news of you all from time to time.

## Winnersh Surgery Refurbishment

We are excited to announce the reopening of our Winnersh Surgery on the 15th of June following it's closure for refurbishment during 'lockdown'. We were delighted to have The Mayor of Wokingham and Cllr John Halsall join us on Friday 26th June for the formal cutting of the ribbon, and provide us with an opportunity to show them round. Though these are strange times and we do not have the freedom to open up the surgery completely at the moment, we do look forward to seeing more of our patients through the doors in the coming months so they will be able to see for themselves the improvements that have been made.



## PRACTICE INFORMATION

### Opening Hours:

Brookside: Mon - Fri 8am - 6.30pm  
Chalfont: Mon - Fri 8.30am - 5.30pm  
Winnersh: Mon - Wed & Fri 8.30am - 12.30 & 2 - 5pm  
Thurs 8.30am - 12.30pm (closed pm)

Surgery Switchboard: Mon - Fri 8am - 6.30pm

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