

# theGardenCityPractice

Drs S Gupta, T Archdeacon, R Shah, N Nury, J Hopwood & M Shah

## Sept 2020 Newsletter

Our website address is  
[www.gardencitypractice.nhs.uk](http://www.gardencitypractice.nhs.uk)

You will find much useful information on our website about the practice and links to several useful NHS sites.

If you register as a SystmOnline user you can arrange repeat prescriptions and book appointments online. New patients can also register online.

Our address is Birdcroft Rd,  
WGC AL8 6EH

## Useful telephone numbers

Appointments - 01707 321 500

24 hr health service—111

Lister /QE2 hospitals—01438 314333

Patient transport (QE2, Lister and Hertford)—03456 051 208

## Opening Hours

M-F 8.30am—6.30pm

Sat 9.00am— 12.00pm first 3 Saturdays every month

## Usual doctor days

Dr Sachin Gupta (M,T, W)

Dr Tina Archdeacon (M, Th)

Dr Rahul Shah (M,W,Th,F)

Dr Nada Nury (M, T, Th, F)

Dr Jenny Hopwood (T, F)

Dr Meera Shah (W, Th, F)

## Practice Manager:

Sarah Ellingworth

## Assistant Practice Mgr:

Natalie Cox

**Please leave feedback on  
GOOGLE or [www.nhs.uk](http://www.nhs.uk)  
and select GP service**

## New ways of working during COVID

**We are continuing to offer the bulk of our clinical appointments as telephone calls. NHS England is asking all practices to adopt this approach. If as a result of the telephone call the clinician would like to see you for an assessment then you will be invited in for a face to face review.**

**This approach reduces footfall in the practice and reduces the risk of COVID spreading. For those patients that do need to be seen face to face they can be confident that we are working hard to provide the safest possible premises. Like many organisations we have Perspex screens up, we have 2 metre distancing at the front desk and we have antiseptic gel on many walls throughout the building. All clinicians wear full PPE when you come in and rooms are cleaned down between patients.**

**You must attend your face to face appointment wearing a face mask/covering and if you have any COVID symptoms (temperature above 37.8, new continuous cough, loss of taste/smell) you must not come into the practice.**

**Many of our consultations will be by telephone and some will be by video link. We are providing the same level of appointments but in different ways.**

**These are uncertain times and we will continue to provide support in the safest way as we approach winter.**

## Parking near Birdcroft, AL8 6EH

We are delighted to inform you that 6 parking bays have been established opposite the practice on Birdcroft Road. These are 1 hour parking bays and came into effect from 1/9/20. As at 15 September we still await signage but you are able to park here from now onwards.

## New partner Dr Meera Shah

*We are delighted to announce that Dr Meera Shah has joined the practice and she started on 1 April 2020 (during the early stages of the pandemic). Meera is with us Wednesdays, Thursdays and Fridays. Dr James retired from the practice on 31 March 2020.*

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## Flu vaccination programme

The potential risk of flu and COVID-19 co-circulating this winter highlights how essential the flu immunisation programme will be to protect vulnerable people and alleviate pressures on the health and care system.

We have started inviting in all patients 65 and older and all those under 65 with specific long term conditions to our scheduled flu clinics in September and October.

Those of you most at risk of flu will be vaccinated first and as a priority—subject to our vaccine supply. We want to achieve maximum uptake in existing eligible groups to protect those who are most at risk from flu. So if you have received a letter or SMS text message inviting you for a flu vaccination then please contact reception to book in if you have not already done so.

The government announced that the programme will be extended to the 50-64 year old age group. This will be a phased approach and patients aged 50-64 who have not previously been offered a vaccination will not be offered vaccination until November and December, and crucially this will be subject to sufficient vaccine supply. We understand that the Department of Health is investigating additional sources of vaccine.

## New roles in the practice

Many of you will be aware that we have extended the range of clinicians that we have in the practice to support you with your healthcare needs. These include:

Clinical pharmacist—**Gerri Douglas** (carrying out medication reviews + dealing with prescription queries)

Social prescribers—**Angela Smith** and **Louise Casey** (helping patients with non clinical support including social care support and many other tools and remedies)

First Point Physio (our first contact physio service, who can make assessments and offer support/guidance)

Mental health support worker—**Jane Bozier** (who can help patients with mental health care needs)

These additional roles have proved very popular with patients and are helping us cut waiting times. We are planning to extend these roles over the next year and may bring in a physician associate or paramedic to help provide clinical care .