

WUHAN TO WARMDENE

Firstly, I hope you are all managing to cope in these very strange and difficult times. I thought having been with Warmdene surgery for 33 years I would have encountered most situations in general practice but this has been the most extraordinary. Who would have thought a new virus from a small fish market in Wuhan, China, would spread across the whole world and change life for everyone. Furthermore who would have thought our small surgery would become front page news on national newspapers, be on TV and be known globally even with the New York Times calling our practice manager for more details.

So what is it that we are dealing with. It is a virus from the Coronavirus family and this particular virus is new and known as severe acute respiratory syndrome coronavirus 2 or SARS-CoV-2. The coronavirus family was first identified in 1968 being named after the aura of the sun, the corona, as it appeared under the electron microscope. The coronavirus causes a broad range of illnesses from the common cold to the more serious SARs and MERs (Middle East respiratory syndrome). Bats are a natural reservoir for coronavirus however it requires a host to then be transmitted to humans and this particular mutated virus (SARS-CoV-2) has much greater transmissibility and pathogenicity than other viruses i.e. it spreads easily from person to person and is much more likely to cause serious harm, as we have all seen. Covid-19 is the disease caused by SARS-CoV-2 and stands for coronavirus infectious disease 2019.

Whilst we all were aware of this strange new virus in China it did not become a reality until early February when a GP (not a current partner) who was unaware that the illness they had recovered from was Covid-19. They had visited Warmdene surgery and luckily no patients had been seen. Having been made aware of this on the night of Sunday 9/2/20, our management very quickly closed the surgery on Monday morning and started our Business Continuity plan. Of course dealing with a pandemic and being the very first in the country, there was little in the plan of how to deal with this. I must praise our management team and staff for their diligence and speed of action. We had a number of staff including most of the GPs who had to self isolate. However we had great support from our fellow colleagues in our primary care network (PCN), a group of 5 local GP practices working together on wider health care issues for our joint population of patients. This allowed me to work from another GP practice whilst the surgery was closed for 2 days. We also had great support from our Clinical Commissioning Group (CCG) who helped with administrative issues and together we were able to continue to provide medical care for our patients, who were also very supportive of the situation. This has highlighted that we do have a system in place that ensures safety for our patients with excellent support and collaboration from our fellow teams in our PCN.

As you are aware the Covid-19 situation has affected the world and all healthcare providers. At Warmdene we have followed the government guidelines strictly and very quickly started working remotely, which we are very experienced with, having dealt with telephone consultations over many years. We also use video consultation and hold meetings by Zoom and Microsoft Teams to ensure we adhere to social distancing and reduce risk to a minimum. We are working with our fellow healthcare colleagues e.g pharmacists, CCG, Public Health England (PHE), to ensure we can continue to provide safe healthcare to our patients but also the wider population, as some of you may have seen the white tents in our car park which helped design the larger provision of care for Covid-19 suspect patients now seen at Withdean stadium.

We are now keen to ensure patients who need to be seen for conditions that they are worried about make contact with us remotely so that appropriate consultations are arranged. We continue to update our website where important information about the current but also ongoing health needs is located. We have daily morning meetings with our reception staff and a daily Covid-19 email update from our practice manager to ensure we are all kept up to date in this fast changing environment. We have obtained the correct PPE for our staff despite some conflicting advice along the way and have had to make and change several plans to ensure that safety for our patients and staff is maintained.

So I hope I have given a small insight to what has been going on behind the scenes at Warmdene to enable us to continue to provide the best service we can for our patients in these difficult circumstances. There has been great public support for the health service and we must take the positives out of all the negativity that surrounds us with this pandemic. We have had the wonderful Captain Tom Moore and the Thursday night clap for the key workers bringing neighbours and the nation together.

So as the mantra says, 'Stay alert, Protect the NHS and Save lives.'

Dr. Naz Khan Senior Partner

WHAT DOES THE PATIENT PARTICIPATION GROUP DO?

The PPG is a group of volunteer patients who monitor the effectiveness and efficiency of the surgery working closely with the practice medical staff and administration. The purpose is to provide, hands on, fly on the wall, feedback to the surgery staff so that they are in touch with patients understanding of procedures and their view of the surgery.

Recently, we participated in an on-line survey with 9 questions covering medical services, appointment times and staff attitude to name a few. More than 650 patients replied. Overall, the survey was extremely complimentary with regards the surgery especially, the medical skills of GPs and the nursing staff. Some Improvement is looked for in the patient services aspect as regards reception and attitude towards patients when they are in a state of anxiety and need a tender and caring attitude when trying to book appointments and on arrival at the surgery. Conversely, patients need to appreciate that reception staff work under huge pressures and also enjoy polite and courteous relationships with patients. The survey results are available to view on the surgery web site www.warmdenesurgery.co.uk

If you would like to join the group, especially young people aged 18 to 30, and patients from minority groups. Please contact the Chair of the PPG Michael Whitty by email on: m.whitty@ntlworld.com or 07710 521214.

ENJOY THE SUNSHINE THIS SUMMER

You can protect yourself from sunburn by using high-factor sunscreen, dressing sensibly in the sun, and limiting the amount of time you spend in the sun during the hottest part of the day.

When buying sunscreen the label should have:

- A sun protection factor (SPF) of at least 30 to protect against UVB
- At least 4 star UVA protection
- UVA protection can also be indicated by the letters "UVA" in circle.
- Make sure the sun cream is not past its expiry date.

CORONAVIRUS

People who might have had close contact with individuals with Covid-19 have been contacted and advised to self-isolate as a precaution. This does not mean they are ill and people who have had contact with them do not need to take any action. Comprehensive advice is available on

www.gov.uk/coronavirus

Everyone is reminded to follow the Public Health England advice to:

- Use tissues, bin the tissue and wash your hands.
- Wash hands with soap and water especially after travelling on public transport.
- Avoid touching eyes, nose and mouth with unwashed hands.
- Maintain 2 metres social distancing.

WARMDENE SURGERY WORDSEARCH

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WIELDER

WASSUP

WESTDENE

WARM

Source: Cambridge English Corpus

NB. Letters used more than once. Words in any direction.