

GOODINGE GROUP PRACTICE

GOODINGE NEWSLETTER

WELCOME TO THE FIRST NEWSLETTER FOR PATIENTS - WE CONTINUE OUR AIM TO KEEP YOU INFORMED OF THE SERVICES AT THE GOODINGE GROUP PRACTICE AND TO GIVE YOU IMPORTANT INSIGHTS INTO GENERAL PRACTICE.

"VISIT US ONLINE AT WWW.GOODINGEGROUPPRACTICE.COM

IN THIS ISSUE:

Goodinge Group Practice Services

We are pleased and proud to have remained open throughout the pandemic.

A warm welcome...

To new staff in the following departments: management and clinical staff.

New booking system This will deliver a more streamlined service.

New telephone system

An award winning telephone system went live on the 14th of July.

Equality and Diversity

We aim to offer an inclusive service that meets the needs of our diverse community.

Safe Surgery

We are pleased to announce that we are part of the safe surgery scheme.



Goodinge Group Practice Services

We have continued to stay open throughout the pandemic and appreciate your patience and understanding as we try and ensure that everyone remains safe and has equal access to services. We are pleased to announce that we will now be offering advance bookable face to face and telephone appointments and an online triage system.

New Online booking system

We are rolling out a new system instead of online booking appointments which will deliver a more streamlined service and ensure that the problem is dealt with by the most appropriate team within a safe timeframe. All requests for services sent via our website will be looked at on the day and you will be contacted within 72 hours. Due to administrative capacity and in order to ensure a timely response the forms are available only during the working week during office hours at fixed times. This new system will allow you to contact us via our website about a broader range of issues than before. It will provide an alternative method of contacting the practice and we hope will help avoid unnecessary calls and free up phone lines for those that do not have access to computers or smart phones.

WELCOME TO NEW STAFF MEMBERS

we are pleased to welcome onboard our new practice manager **Kate Ivens**. welcome to **Dr Duran** , and **Nikita Patel** (Clinical Pharmacist) to our team of clinicians welcome back to **Jacqueline** and ongoing thanks to our dedicated team of receptionists and administrators and clinicians

New Telephone system

We are pleased to announce that we have a new telephone system going live on July 14th. This system is being used successfully with many other GP surgeries and has been shortlisted for the General Practice Awards in the Technology/ Digital Solutions Provider category 2019. There are new features such as knowing your place in the queue, more lines available and the message system and options will be live and up to date. This will ensure that you are no longer cut off or hear the engaged tone if lines are busy. If you would like to volunteer to help us streamline processes for the telephone system then please email goodingegroup.ppg@nhs.net

Equality and Diversity

We continually strive to offer our patients fair and equal access to our services. We aim to offer an inclusive service that meets the needs of our diverse community. We welcome any feedback and suggestions you have to help us improve our efforts.

www.goodingegrouppractice.com/practice-information/equality-and-diversity-policy/

The Goodinge Group Practice Website

www.goodingegrouppractice.com

We are continually reviewing and developing our website. Please do browse through and if you have any comments or suggestions on how we can improve please contact us

www.goodingegrouppractice.com/navigator/feedback-and-complaints/

Long Term Conditions

If you have a long-term condition, we have changed our system so that you will be invited for your annual review with our nurses, health care assistants, or pharmacists in or around your month of birth. If you have more than one long-term condition we will try as much as possible to review these together during one visit. We are creating online reviews for some conditions, such as asthma and high blood pressure so you may be invited to do the review online. The online form will be looked at by a clinician who will then contact you as required. If you are not able to do an online review please do not worry as this can still be done with one of the planned care team in the usual way.

Safe Surgery

We are pleased to announce that we are part of the safe surgery scheme. In recognition of the barriers to healthcare access faced by people in vulnerable circumstances, including migrants, we commit to protecting the human right to health. We will take steps to ensure that everyone in our community may fulfill their entitlement to quality healthcare. In partnership with Doctors of the World UK, we will ensure that our practice offers a welcoming space for everyone who seeks to use our services. www.goodingegrouppractice.com/practice-information/safe-surgery/

Do you need help with using the Internet/smart devices ??

Health watch Islington offers tailored support one to one to help with online activities Contact Philippa Russell on 07538 764436 or email philippa.russell@healthwatchislington.co.uk

Get help to use smartphones, tablets, or laptops

Healthwatch Islington offers tailored one to one support to help you do the things online you are interested in.

- **Shop online**
- **Learn more about email**
- **Use Zoom to access video meetings**
- **Book GP appointments**
- **Stay safe online**
- **Find websites to help you stay healthy and active**

Contact Philippa Russell on **07538 764436** to find out more. philippa.russell@healthwatchislington.co.uk

We offer digital support over the phone or by using Zoom. Face to face sessions will resume once it is safe and appropriate to meet in person again.

“It is really good to find out I am not the only one struggling with digital. It has really helped not to be so panicked because it is possible to learn, and to get more confident with things. I have enjoyed every session.”



healthwatch
Islington

Healthwatch Islington is a charitable company. Company no. 8407852 Charity no. 1173157

Social Prescribers - A great local service you've probably never heard of...

What we do

Help on Your Doorstep aims to improve the health and wellbeing of people in Islington, especially those who are vulnerable and isolated. Working with residents we seek to find solutions to the issues which make life difficult, strengthen communities to do more for themselves and enable people to improve their life chances.

Help on Your Doorstep aims to make a visible difference to the health and wellbeing of the communities it serves by empowering individuals to overcome the barriers they face and improve their lives. We do this through engagement with local people, providing information, advice and guidance and working in partnership with local service providers.

Our Social Prescribing service works with GP Practices in the North and Central areas of Islington. GPs can refer their patients to the Service and one of our Social Prescribing Link Workers will arrange a time to talk to the patient to find out what matters to them. They will use their skills and knowledge to work with the patient to contact services and create opportunities to improve their wellbeing.

Social prescribing can help with things that can't be fixed by doctors and medication alone. Our Link Workers can put people in touch with the people and activities that may help them to feel better.

Our Social Prescribing service can help with the following issues:

- Overcoming Loneliness
- Health & wellbeing
- Debt & financial hardship
- Housing problems
- Work, skills & training
- Parenting & families
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Ken Kanu, Director at Help on Your Doorstep, says:

“We’ve known for a long time that improving health and wellbeing requires more than medical interventions. It is about taking a holistic approach so that people are supported with the day to day challenges in their lives such as money, housing, relationships and work or unemployment. Our Social Prescribing Link Worker service is a fantastic partnership. It brings together health care professionals who can support people with their physical health, and our Link Workers who can help people address the social issues that are affecting their wellbeing so people can live healthier happier lives.”

More information can be found on our website: www.helponyourdoorstep.com/what-we-do



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CALLY MARKET GOODINGE

Caring for the locality and beyond Awarding with previous products and services Loyal to the locality around London Loving everyone in Yes! It is the greatest Cally Market

Memories of the ancient times Approachable through to the present day Rewarding the people all over the world Keeping it go beyond the locality

Excellence of the ancient trades of farming Traditionally provided to the nations around

Glorious and great are the NHS services Of the professionals for the people Out of hours and beyond Devoted to protect and care Ideally very well organised

Never ending needs of the community Graciously supplying at the heart of requests Endearing is the services we all receive!

Written by a PPG Member