



DPS-RGMC

Dr Poolo's Surgery Rush Green Medical Centre

Annual Health Review *for* Long-term Conditions

Long Term Conditions (LTCs)?

Best-practice guidance supplemented with face-to-face interviews with non-primary care expert people with multiple long-term conditions and managing their long-term conditions across a population effectively.

As of COVID-19 situations, we have embarked on the routine blood taking by our own GP (up to 10 phlebotomy appointments / day) and qualified staff to reduce the waiting list up to 2-3 months.

Patients are reviewed with blood results by GP's either face to face if required with protective PPI's, otherwise via telephone consultations.

We are focused on six key areas:

- | | |
|--------------|---------------|
| 1. Arthritis | 3. Depression |
| 2. Dementia | 4. Diabetes |

We are fortunate in using accuRX, Eclipse dashboards and Ardens Templates for LTCs management.

Our digital solutions for LTCs

Our GP partners review patients online through remote VPN EMIS-Web connecting via NHS laptops to do telephone and video consultations.

Eclipse NHS Pathways | Radar500, Mjog and accuRx Applications:

Advice & Guidance
Digital Assured

logged in as S. Sankar [DR P & S POOLOGANATHAN] Logout User Details Change Password Settings Admin Help

SMR Quick Search
Patient ref:
COVID Code:

Please Select Pathway of Choice

- Diabetes
- Eclipse Live
- COVID-19
- SMRLive
- Other

- a) Reach patients who have difficulty accessing hospital phlebotomy services by telephone consultations and blood test arranged at our surgery.
- b) Gather the information for their specialist needs in order to review your care using the Eclipse – dashboard.
- c) We will send you health information relevant to your conditions and signpost you to other resources via accuRx - SMS messages and MJog group messages using prospective applications
- d) Gather other helpful data such as your weight, waist circumferences, alcohol intake, smoking status and lifestyle activities.

How will it work?

Patients will be sent a links for questionnaire (via SMS text messages and or by email) for completion. On completion, the questionnaire will be securely submitted to a clinician for review.

Is the entire process completed remotely?

- a) We do the blood test at our surgery from 7:30 to 8:30 a.m. Monday to Friday's when the lead GP and phlebotomist are available (Other than holiday and special circumstances).
- b) No. Blood tests are one of the elements of a review that need a face to face appointment if required otherwise by telephone consultations.
 - i. Following blood test blood test is necessary and you will be asked to book this with reception or telephone or face to face appointments will be given and informed.
- c) Many of the long-term condition reviews ask for a recent blood pressure reading.
 - i. "Gold standard" for measuring blood pressure and practice has purchased of blood pressure monitor with AF detection for each clinical rooms and self-help BP monitoring.
 - ii. Home BP monitoring advised to look in Amazon or your local chemist for BP monitors for house use.
 - iii. Alternatively, if you have been asked for a blood pressure reading, you will be able to use the waiting room blood pressure monitor – whilst restrictions due to COVID-19 remain in place, please bring your invitation and wear an appropriate face covering.

What if you are not managing and feel unwell with your condition?

Remote annual reviews are just that – an annual check in and review of your condition followed by a medication review.

- If you are unwell or concerned:
 - a) You should contact the medical team as usual, via “e-Consult”, or
 - b) If you are unsure, call 111.

When will you hear back from the specialist?

You will be advised of the outcome of your review by either phone or email. This may take up to four weeks and will either:

- a) Notify you that the review is complete, and no further action is required or
- b) Request a phone call to discuss a management plan (this can be by video) or
- c) Request that you book a face to face appointment.
 - a. Please be reassured that we are a “COVID-19 secure” organisation and whilst COVID-19 restrictions remain,
 - b. You will be asked to wear a face covering and the clinician will be wearing full PPE (protective visor, mask, gloves, and apron).

What if I do not have a mobile or email?

Where we do not have either a mobile or email contact for a patient, we will contact them by letter.

- We are hoping that this will be very few patients.
- Please do go to the ‘update contact details’ page on our website to ensure we have the most up to date contact information for you.
- This will help us so we can better help you.

Thank you

Updated on 19/12/2020