

Clinical Bulletin

January 2020

CQC Report

The CQC report published on 18 November 2019 rated GatDoc as 'good' overall. The full report is available [here](#)



We are pleased to introduce Julie Cox as your new Registered CQC Manager from February 2020.

Celebrating Good Performance over the Festive Period

Thank you to all staff and clinicians who worked so hard over the festive period to deliver excellent standards of care to our patient population. Your efforts are greatly appreciated. We realise that there have been some significant changes to working practices and everyone has adapted well. Continued feedback about how services and the working environment can continue to improve are welcome. We will work with colleagues in the Trust to deliver change whenever possible.



New Working Arrangements - Appointments

The new appointment system has been in operation since October 2019, with approximately three appointment per hour being offered to patients.

The national Urgent Primary Care (UPC) specification requires the provision of these pre-bookable appointments which are available to NHS 111, general practices in Gateshead and to the Urgent Treatment Centres at the ECC and Blaydon. The impact of these changes on patient care and the UPC workforce is being closely monitored.

A new Clinical Advisory Group was established in Autumn 2019 to support the transition to these working arrangements and will continue to be the vehicle through which feedback can be given. Please send any feedback via NGCCG.GATDOC@nhs.net

Meds in the Jubilee Wing

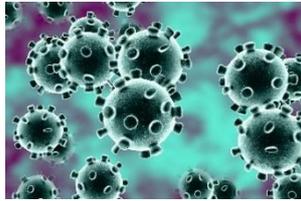
Historically all meds were held in a dedicated Drugs Room close to the consulting rooms used by our clinicians working for GatDoc in the ECC. Since our required relocation to the Jubilee Wing out of hours, alternative arrangements have been put in place. It is acknowledged that these are less than satisfactory and work to improve this situation is underway. As an interim measure, increased quantities of stocked drugs will be taken to the Jubilee Wing. This will be implemented soon.

Using Green Scripts

Clinicians are reminded that whenever possible patients should be provided with a green prescription to take to a community pharmacy.



New Virus (Coronavirus)



Public Health England are regularly updating the advice given to clinicians regarding the management within primary care of patients suspected of being symptomatic of the Coronavirus Infection

The four key principles to bear in mind in community settings are to:

- Identify possible cases as soon as possible
- Isolate to prevent transmission to other patients and staff
- Avoid direct physical contact unless wearing appropriate personal protective equipment
- Get specialist advice from a local microbiologist, virologist or infectious disease physician at your local trust.

This webpage is updated regularly so should be checked regularly:

<https://www.gov.uk/government/publications/wn-cov-guidance-for-primary-care/wn-cov-interim-guidance-for-primary-care>

Resuscitation

When working in the QE, and if patient resuscitation becomes necessary, the resuscitation team can be accessed by dialling **2222**. Basic life-support measures should continue until the team arrive.

A grab bag with airways and Ambu Bag is available at reception.



Feedback

Have you anything you wish to contribute to our next newsletter?

We would welcome any comments about the style and content of this bulletin, and suggestions for future articles. Please give us your feedback by contacting the UUC Team at NGCCG.GATDOC@nhs.net

Immunisation Status MMR & BCG

QE Occupational Health recommends that all clinicians are appropriately immunised. Recommended vaccinations include MMR, BCG where appropriate, Hep B and annual Flu vaccination. If a clinician requires advice regarding their immunisation status and immunisation requirements, they should refer to [CBC Health Screening & Immunisation Policy](#)

Pets



On occasions patients may be reluctant to be admitted to hospital because they have concerns about the welfare of their family pet.



Section 47 of the Care Act 2014 places a responsibility on Local Authorities to take into their care any pets that cannot

be cared for by family or relatives (or where there are no family or relatives to assist). You are advised to contact the Duty Social Worker in the relevant borough. For Gateshead patients (out of hours) telephone: 0191 4770844

A pure-bred



Complaints & Incidents

When reporting incidents or concerns please limit your reporting to a statement of facts. Use of staff and patient names should be avoided as these reports may be shared externally and may also form the basis of a future complaint, with the potential to be shared with patients and/or their representatives.