

Wide Way Christmas Newsletter

December 2020



Happy Holidays from the Wide Way Family to Yours.

2020 has no doubt been a very difficult year for everyone. We have had to repeatedly adjust our services rapidly to keep in line with changing government guidelines, while still ensuring we are able to provide the best service possible for our patients.

We would like to take this opportunity to thank you all for being so understanding and co-operative during these times.

Your feedback is vital to help us evaluate and develop our service so please do let us know your opinion.

Covid Vaccinations

We successfully began our Covid Vaccination Campaign on 15/12/2020, delivering the vaccine to our most vulnerable patients. This was a huge team effort to ensure everyone was offered the vaccine and we would like to thank our volunteers for helping us achieve this.

If you are over 80 and have not been contacted by the practice for the Covid Vaccine, please contact us and we will book you in.

We would like to assure everyone that as the vaccine becomes available to more cohorts, we will be contacting you directly to offer the vaccination. Please do not contact the practice as we are awaiting updates ourselves.



Covid Clinic At Wilson's Hospital



Highlights of 2020

- Ehub was created - all calls are triaged, meaning that patient queries are dealt with in order of severity.
- New Phone System – We now have an advanced phone system which allows patients to choose their reason of calling from the menu and be directed to the relevant team. This includes being transferred through to other external services such as physio, Talking Therapies and Maternity Services.
- Paramedics have joined the practice to enhance the care we provide to the community, especially our housebound patients.
- Covid Patient Monitoring. Our ever-helpful volunteers took time out during the pandemic to visit shielding patients and record their stats making sure that patient care was not affected by the pandemic.
- Don't Medicalise...Socialise! Our new team of Care Co-Ordinator, Social Prescribers and soon to come Health and Well Being coaches means that we are now able to provide our patients with a holistic, tailor made care plans for patient's with long term care.



Did You see us On the BBC?

There was great excitement at Wide Way on 25th November as the BBC News crew came to film a feature at the practice. Our Managing Partner, Mariam Ganesaratnam, was interviewed about the new collaboration with London Ambulance Services which has allowed us to have paramedics Tom and Patrick on site to help us provide better care for our housebound patients. The news reporters followed Tom on his home visit.



The Patient Care Team





Wide Way Fitness Afternoon's at Pollards Hill Recreational Ground



Flu Clinic at Commonsidge



Our Outstanding Banner



All the Best Wendy!



The Team



Useful Contacts for the Holidays



Our Hub will be open and can be accessed via 111.
Our Opening times over the holidays are:

Xmas Eve – 08.00-18.30
Christmas Day and Bank Holiday- Closed
New Year's Eve -08.00-18.30
New Year's Day - Closed

A Huge Welcome to ...

We have welcomed an array of new staff to Wide Way. Please join us in welcoming:

- Paramedics Patrick, Patricia and Tom who deal with any acute incidents as well as providing care for our housebound patients.
- Agnieszka is our new Care-Co-Ordinator. She will be providing holistic support to our patients with Long Term Health Conditions.
- Sonia and Caroline are our new Health and Well Coaches who will be here to guide patients on natural and non medical ways in which to manage health conditions.
- Sana is our new Deputy Practice Manager.
- Dr Robin Middleburgh has joined us as a salaried GP.

Sad to See you Go...

Unfortunately, as the year end's we have to say farewell to members of our Wide Way Family...

- Much loved Wendy left Wide Way in July.
- Sali has left this week and is moving on to a new job. We would like to thank Sali for the exceptional care she gave to our patients and she will be missed.
- Andrea, our receptionist for 8 years, is also moving on to a new job in the New Year.
- Jayaram, who carried out essential back office work, is also moving to a new job.

On behalf of the Wide Way Team and our patients I would like to wish them all the very best for the future and to thank them for all their hard work.



Our Staff are protecting Themselves to Help Protect You