

## Themes from PAG

### Keeping staff and patients safe during Covid-19 and beyond;

Communication in different guises has been a key theme throughout this month's PAG highlighting the need to be listened to and heard as a patient, or colleague, in different GP settings.

It is important to recognise that good communication and informal feedback between colleagues on their performance, can assist in personal development and recognition of the current environment we are all working in and the additional pressures that come with COVID 19.

### Below are just some examples;

#### Personal Well Being

We are seeing a higher number of reported cases where the well-being of the GP has been of considerable concern for the individual and their colleagues.

If you suspect you are unwell/may have burnout, seek help.

This can be done through the following links available to you;

<https://www.bma.org.uk/advice-and-support/your-wellbeing>

<https://www.practitionerhealth.nhs.uk/>

<https://support.kernowlmc.co.uk/>

<https://www.devonlmc.co.uk/support-hub>

<https://www.wessexlmcs.com/support>

<https://www.somersetlmc.co.uk/gpsupport>

<https://avonlmc.co.uk/practice-support/pastoral-support/>

<https://avonlmc.co.uk/practice-support/pastoral-support/>

#### Continuity of care

A recurring theme with complaints and delayed diagnosis relates to patients seeing many clinicians and lack of continuity of care. Although this reflects the current world of general practice if any mitigating actions can be taken by practices to try and foster some continuity then that would be helpful.

## **Clinical care during Covid – must see F2F when clinically needed.**

Gp Nikki Kanani Medical Director of Primary Care for NHSE/I recently put out this tweet.

*We are aware that despite consultations increasing recently that some patients are not getting the access that they need. This may be due to reluctance to contacting the GP or because they perceive that their GP surgery is 'closed'.*

*Please can GP surgeries review the messaging on their websites and phone answering to make sure that patients are informed about the digital front door and how that enables them to get the help they need.*

## **Social Platforms**

Whether using a social platform for work or personal use, please remember to view the published guidance and advice. Ensure you have the correct privacy settings and remember once posted it is there for all to see.

**<https://www.bma.org.uk/advice-and-support/ethics/personal-ethics/ethics-of-social-media-use>**

## **RCGP Assessments of capacity e.g. for LPoA**

Do you and your colleagues have the necessary skills to undertake the assessments? There is a helpful self-audit tool on the RCGP web site including other useful documents.

Key is ensuring clear documentary evidence and inclusion of the patient even if they lack capacity.

<https://www.rcgp.org.uk/clinical-and-research/resources/toolkits/-/media/Files/CIRC/Toolkits-2017/Safeguarding-adults-at-risk-Toolkit/MCA-audit-tool-for-primary-care.ashx>

## **Complaints**

When responding to complaints please ensure they are done so with respect and courtesy in a timely way and beware the non-apology. Include any outcomes from the investigation of the complaint and any actions you will undertake as an individual or as a practice.

NHSE Link to assurance of good handling of complaints:

**<https://www.england.nhs.uk/wp-content/uploads/2015/11/ccc-toolkit-primary-care.pdf>**