



# ADDISON ROAD

## MEDICAL PRACTICE

Our Quarterly Newsletter  
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### Face to face does not provide all the answers



#### VIEWPOINT

Patrick Morgan, Chair Of Addison Road  
Patient Participation Group  
[jegarcia.pm@gmail.com](mailto:jegarcia.pm@gmail.com)

You have probably heard that the government is urging GPs to undertake more face-to-face appointments now that 68% of the population has been double vaccinated. There are many reasons why I believe such a move would prove problematic.

For a start, if our doctors agreed to see each patient in person, the surgery's phone system would collapse as everyone clamoured for an appointment.

There are occasions when face-to-face is not the most effective way of getting a diagnosis. For example, if a patient wants to know whether they have diabetes, they must be tested before they can be prescribed the correct medication; a face-to-face consultation would be premature until test results were available.

In other instances, it might be more effective to refer patients to other professionals, such as pharmacists or physiotherapists. They can sometimes provide more relevant support than the doctor.

In the last few years, Addison Road has pioneered eConsult, an online system to help with diagnosis. This has enabled patients to describe their symptoms online, is reviewed by a doctor quickly and advice is given to patients the next day.

A significant proportion of patients use this service rather than phoning for an appointment. This has reduced telephone queues, waiting times for appointments and the number of missed appointments.

Obviously, doctors will need to see certain patients in a consulting room. The practice continues to be both "traditional and digital", but if all patients insisted on face-to-face, the surgery would be overwhelmed and telephone queues would inevitably get longer.

There will be patients who don't have access to a computer or who are reluctant to use an online system. I believe we should provide training so that more patients can appreciate the benefit of online methods of contacting a GP. The surgery's patients group, which I chair, could help facilitate this.

Recently, Addison Road has introduced innovations to improve the experience for patients and at the same time enabled the medical staff to make more effective use of their time. An emphasis on simply increasing the number of face-to-face appointments, when there are more efficient ways for patients to be supported, is a retrograde step that endangers the good relationship between doctor and patient.

[Check out our PPG Facebook page](#)



# A memorial tree for Dr Obaro

A tree-planting ceremony to commemorate the life of Dr Augustine Obaro, who worked at Addison Road from 2004 until his unexpected death in January this year, will be held next month.

In his 16 years at the practice, Dr Obaro made such an impression on patients and staff that there was a strong desire to create a memorial to mark his time with us.

An ornamental spindle tree, which it is hoped will produce striking autumn foliage next year, was delivered and planting is being arranged. A space has been cleared in the raised bed outside the main entrance.

"We wanted the tree to stand out from the other plants around it," said Patrick Morgan, chair of the practice patients group. "We hope you agree this will be a fitting tribute to Dr Obaro and the outstanding service he gave us."



Striking autumn foliage is a feature of the Spindle Tree

## Next patients' meeting

Saturday's meeting (October 30) has been cancelled because Patrick Morgan, chair of the patients' participation group, is double booked. The next meeting will therefore take place on Wednesday, November 24 at 7 pm. Unless new Covid restrictions are introduced, it will be held in the surgery (masks, please). [Click here to join.](#)

The patients' group, awarded a gold standard in 2019 for its work in feeding back to the surgery about ways to improve services, is open to all. There are currently 120 members who can attend monthly meetings to contribute ideas and discuss issues. There is often an outside speaker.

"Over time we have discussed and influenced positively a range of initiatives, said Mr Morgan, "including

ways of making appointments, telephone communication, access to patient data and how to increase the number of medical services offered."

The group meets monthly in the surgery. Those who don't want to attend can use a video link or email their views. You can find out more on the practice website, on Facebook or by emailing Patrick Morgan on [jegarcia.pm@gmail.com](mailto:jegarcia.pm@gmail.com)

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## Our role in training the GPs of tomorrow

Throughout the year, the practice has a group of year five medical students join our team for nine weeks and a GP registrar for their first-year placement. During this time, they see patients, much like a regular doctor, under the review and direction GP. As part of their learning, the students ask for patient feedback we send a text to complete an anonymous online questionnaire.

## Covid boosters

The practice is inviting for booster Covid vaccinations.

Patients who are immunosuppressed can have it three months after their last dose, others have it six months after their last dose.

When patients are due, the practice sends a text to directly book an appointment at Wood Street Health Centre, Linford Road.

## Introducing new staff

- Dr S Patel - GP
- Dr D Keane - GP
- Dr R Bhanot - GP Registrar
- Matt – Personal Trainer
- Alex – Health and Wellbeing Coach
- Anousha – In house CGL worker (Drug and Alcohol)

## Follow Us

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