

Barnabas Bulletin

Newsletter of the Barnabas Medical Centre

Issue 1, March 2013

Welcome to *Barnabas Bulletin*

As you all know there are many changes happening in the NHS. From April 2013 the PCT disappears and is replaced by Ealing Clinical Commissioning Group and the National Commissioning Group. Irrespective of what changes are going on for everyone at the Barnabas Medical Centre, it is providing quality patient care which is of paramount importance.

We have started 2013 with a new partnership with the patients of our practice. We would like to thank all those who have attended our Patient Participation Group meetings and Keith Marshall (PPG Chairman) for their input and valuable feedback.

We intend to use this newsletter to keep you informed of developments and changes. We would like your feedback and comments, not only about the service we give you but also about your experience when you are referred to hospital or other community services, and about this newsletter.

We know we do not get it right all the time and for that we apologise. There are some things we can change, some things we can influence and some things that we have no control over.

We look forward to working with you to improve patient care and the patient experience for all the patients at our practice.

*Drs Mohini Parmar, David Knight,
Harpreet Kooner, Harjeet Bhatia,
Keen Wei Hui, Manjit Dhinsa*

**A large print version is
available from
Reception**

111

The New Out of Hours Contact Number for the NHS

The roll out of the new out of hours telephone number is coming to Ealing and Harrow by the 12th March, having already started in Hillingdon and other parts of London and the UK.

111 is the new number to ring if you need medical help or advice when the surgery is shut, but it is not a life threatening situation that would require a 999 ambulance. You should use **111** instead of contacting NHS Direct or Harmoni as you would have done before.

Your call will be answered by a fully trained adviser (supported by nurses) who will ask you questions to find out what is wrong, give you medical advice and direct you to someone who can help you, such as A&E, an out-of-hours doctor, a walk-in centre or urgent care centre, a community nurse, an emergency dentist or a late-opening chemist. Where possible, the NHS **111** team will book you an

appointment or transfer you directly to the people you need to speak to.

If the advisor feels your condition is more serious they will direct you to hospital or send an ambulance.

You can call **111** anytime and the call is free. An interpreter can be provided if necessary. For non-urgent health needs you should continue to contact the surgery directly.

At the surgery we will be changing the contact details for out of hours care on our answerphone, on posters in the surgery and in the practice leaflet.

In summary ...

Call 111 if:

- ◆ You need medical help fast but it's not a 999 emergency
- ◆ You think you may need to go to A&E or need another NHS urgent care service
- ◆ You need health information or reassurance about what to do next

For immediate, life-threatening emergencies continue to call 999

Practice Survey

The Practice has to survey patients every year, and those of you who were in the surgery during the week of 11 February may have been asked to answer this year's survey.

We had a tremendous response (well over 500 completed forms!) so thank you to all who took part.

Overall the survey was very appreciative of the service we offer and it contained many good ideas. With the help of the PPG, we are busy analysing it all. We will publish the results in the next *Bulletin* and on the website.

Got an appointment?

Can't use it?

Don't need it now?

**If so, then
PLEASE CANCEL IT**

Unkept appointments waste the doctors' time and cost the NHS money. They also stop someone else getting an appointment when they may need it urgently.

Use it or cancel it!

DoctorView

The regular column by one of our doctors

Audiology (Hearing) Services

*By Dr Mohini Parmar
Senior Partner*

Change of services

Since 2011 the Government has been committed to increased choice and personalisation in NHS-funded services. Choice for patients can be about the way care is provided, or the ability to control budgets and self-manage conditions. The government has specifically committed to extending patient choice to Any Qualified Provider (AQP) for appropriate services.

Choice of Any Qualified Provider (AQP) means that when patients are referred for a particular service, they should be able to choose from a list of **qualified** providers who meet NHS service quality requirements, prices and normal contractual obligations.

Extending patient choice of provider is intended to empower patients and carers, improve their outcomes and experience and enable service innovation. Patients may wish to choose a service in a location or with opening hours that are more convenient to them.

Ealing CCG has extended patient choice for Hearing (Audiology) Services since December 2012. All residents of Ealing who need hearing services can now be offered the service from many providers.

If you currently attend Ealing Hospital, Northwick Park Hospital or Central Middlesex Hospital you do not need to do anything. You can carry on getting your service from those hospitals.

When your doctor refers you they will be able to discuss the choices available to you and will provide you with an information leaflet.

**Appointment?
Use it or cancel it!**

GP Lists are being Cleaned

NHS London is carrying out an exercise to clean up the lists of all GPs across the whole of London. This is to ensure that all registered patients actually exist!

Those patients who have not had contact with their surgery for more than 15 months may receive a letter asking them to confirm they still want to be registered.

If you receive such a letter it is essential that you reply using the form in the letter. If you do not reply your name will be removed from the doctor's list.

Please also look out for your elderly or vulnerable friends and neighbours and ensure if they have received such a letter that they reply to it.

Did you know you can request your repeat prescription online?

Visit our website at
www.barnabasmedicalcentre.co.uk
and click on
"Repeat Prescriptions"

Barnabas Patient Participation Group

The Barnabas Patient Participation Group is a group of patients who meet regularly with the doctors and other Practice staff to develop a positive and constructive relationship between the Practice and its patients, together with the community. So the PPG is here to help the Practice provide ever better healthcare by understanding what care you, the patients, want.

The PPG meets roughly every 8 weeks, at different times and on different days so as many patients as possible can attend. As not everyone wants to, or is able to, come to meetings there is also a "virtual" group who communicate using email, Facebook etc.

If you would like to join the PPG, or just want more information, please contact the Chairman, Keith Marshall, on 020 8864 7993 or email barnabas.ppg@gmail.com.

Barnabas Medical Centre

Girton Road
Northolt
UB5 4SR

☎ 020 8864 4437

www.barnabasmedicalcentre.co.uk

Surgery Times

Monday to Friday
0830 to 1800

(Closed Mon & Fri 1300-1400)

Out of Hours

If you need healthcare urgently outside surgery times please call
111

Repeat prescriptions

Repeat prescriptions must be requested in writing or online and will normally be available for collection after 2 working days

Doctors

Dr MG Parmar
Dr DG Knight
Dr HS Kooner
Dr HK Bhatoa
Dr KW Hui
Dr M Dhinsa

Practice Nurses

Henny Shanta
Anna Wan
Purnima Dave

Practice Manager

Paul Ranken

Patient Participation Group

Chairman: Keith Marshall

020 8864 7993

barnabas.ppg@gmail.com

This newsletter is a joint production of
Barnabas Medical Centre and the Barnabas
Patient Participation Group.
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Booked your summer holiday?

Going abroad?

**If so, don't forget to get
your travel vaccinations
in good time**

Ask Reception for details