

Barnabas Bulletin

Newsletter of the Barnabas Medical Centre

Issue 8, December 2014



*Season's Greetings
and health & happiness for 2015
to all our patients and staff*



Friends & Family Test

Dear Patients,

You may or may not be aware that from 1 December 2014 the NHS has rolled out the friends and family test (FFT) programme to all GP practices in England. This is a national requirement. It is a method for you, our patients, to let us know how we are doing as a practice and how to improve services where possible.

After each interaction with the practice you are given the opportunity to complete a simple, anonymous, survey that will ask you if you would recommend us to a friend or family member in similar circumstances. You can obtain a questionnaire from our reception desk or from the display stands in the waiting area.

We are required to collate this information and display the results on our website each month, in the practice and also in this bulletin. We will also be submitting our results to NHS England.

The information will be used by us to see exactly what you think – good and bad!

Of course if you feel we are providing a good service it is important you tell us this.

The standard FFT question is:

We would like you to think about your recent experiences of our service.

How likely are you to recommend our GP practice to friends and family if they needed similar care or treatment?

Extremely likely Likely
Neither likely nor unlikely Unlikely
Extremely unlikely Don't know

Please tell us why ...

Your opinion matters

Christmas & New Year Opening Hours

**The Practice will be closed on
Christmas Day 25 December, Boxing Day 26 December,
Saturday 27 December, Sunday 28 December and
New Year's Day 1 January.**

**If you need urgent medical help when we are closed please:
Call 111 for minor ailments, or
Call 999 for life threatening emergencies.**

We will be open as normal on 24, 29, 30, 31 December and on Friday 2 January.

Repeat Prescriptions

As it is coming closer to Christmas and the New Year we would like to refresh you all on the prescription policy at the practice.

If you request a repeat prescription from the practice, please allow a full 48 working hours before you collect it.

There are three ways in which you can get your prescription and have the medication dispensed:

- You, a family member or carer can come into the practice and collect the prescription form and take it the pharmacy to be dispensed.
- We can send the prescription form direct to the pharmacy. These are usually picked up during the morning; if the pickup is missed then it will be collected the following day. If you wish us to do this you need to tell us; please talk to Reception.
- If you have the same prescription regularly then you can have the pharmacy request the

repeat prescription on your behalf. To do this you need to complete a form at the pharmacy as this has to be done with both your and the pharmacy's consent. The chemist can then request your medication monthly, every 2 months or every 3 months depending on the exact prescription amount – but you may need to remind them to do this! The chemist, not the practice, will then contact you when your medication is ready to be collected.

Also with the festive season approaching:

Please check that you will have enough of your prescribed medicines to last you over Christmas and the New Year.

If you need a repeat prescription please make sure you request it in good time and no later than midday on Monday 22 December.

Blood Test Changes

Recently the contact for blood tests (and other pathology services) for Ealing GP practices has changed. Instead of these tests being performed by Ealing or Northwick Park Hospitals, they are now done by Hillingdon Hospital.

As a result the practice is now using Hillingdon Hospital forms and testing kits.

Please remember that even though the form says Hillingdon Hospital this does not mean that you have to have your blood tests done there. You can continue to use the Greenford Green Clinic in Wadham Gardens, Grand Union Health Centre, Hillview Surgery or Ealing Hospital.

Please ask at Reception if you are unsure. ■

Need to see a GP urgently at the weekend?

All patients in Ealing are now able to access GP services seven days a week.

If you feel unwell at the weekend you should call **NHS 111** for medical help and advice. If the trained adviser thinks you need to see a GP they will direct you to the practice in your area that is open.

GP practices are working in local groups to offer this service. Practices take it in turns to open at weekends and you don't need to be registered with the open practice to be seen there.

Using this service will not affect your registration at your own GP practice.

Calls to 111 are available 24 hours a day, 365 days a year and are free from landline and mobile phones. ■

PPG Corner

Updates from our Patient Group

by Keith Marshall, PPG Chairman

AGM & Annual Report. At our AGM on 10 November I reported on a good year for the PPG. Particularly notable is the work we did early in the year on the Practice survey, Lyn's work to keep the noticeboards and magazines refreshed and Noreen's work managing the highly successful book exchange. You can find my full annual report on the Practice website.

Coffee Morning. One of our projects for 2015 is to trial holding a Coffee Morning on a Saturday. This will hopefully provide an opportunity for patients we don't normally reach to come and meet us, find out more about what we do and we hope join the group. Jacqui and Janet are working with the Practice to set this up for Saturday 21 February – so mark the day in your diary and look out for a poster in the waiting area.

Facebook Group. For those of you with online access another way to contribute to the PPG is via our Facebook group. The group is private as we need to restrict membership to just our patients, so make sure you fill in a PPG membership form first (or you can email me at barnabas.ppg@gmail.com). Then when I have your form you can join the Facebook group at www.facebook.com/groups/barnabas.ppg/ and I will know to admit you.

PPG Network. One of my pet projects is to set up a network of the PPGs for the eleven GP practices in our immediate area – the idea being that we can do more by sharing experiences, skills and resources. We took the first step towards this when five of us met in late October and agreed to form an informal network. We will be meeting again after Christmas to develop our ideas. One of the activities we would like to achieve as a network is a Health & Wellbeing Fair – which is too large for one group to manage alone.

The next PPG meeting is on Tuesday 13 January, 1400 hrs in St Barnabas Church Hall. Do come along.

It remains only for me to thank all our active members and wish everyone all the very best seasonal greetings and a fulfilling 2015. ■

Thank You!

Barnabas Medical Centre would like to take the opportunity to thank all members of our PPG group for the excellent work they do on behalf of the practice and patients.

The work they do in the back ground is a real benefit to the practice and they give up their free time to do so.

Well done and thanks to all of you. ■

Missed Appointments

We continue to monitor the number of appointments which are missed – patients who just don't bother to turn up – because like most of the NHS this is something which wastes everyone's time and which we really cannot afford.

So far this year the number of missed appointments are:

January	101	July	125
February	98	August	126
March	93	September	147
April	86	October	165
May	105		
June	87		

Looked at another way that is at least **five appointments every working day.**

While occasional missed appointments are inevitable, these figures are far, far too high and getting worse!

So what, you might think? But patients who do not keep appointments have two major effects. First, they are wasting the time of the doctor or nurse; and second they are blocking an appointment which could have been used by another patient who may urgently need it.

This is why we usually write to people who fail to keep their appointment and don't tell us.

Telling us when you no longer need, or cannot keep, your appointment helps everyone ...

we work more efficiently, another needy patient gets an appointment and you get to feel good!

A quick phone call is all it takes.

DoctorView

The regular column by our doctors

Minor Surgery at The Barnabas Medical Centre

by Dr H Kooner

Minor surgery carried out by GPs in the primary care setting has a number of benefits for both doctors and patients.

Generally, minor surgery falls into two distinct groups:

- Cutting procedures – such as removal of benign lumps or skin lesions
- Injections – injection of cortisone (a steroid) into or around joints.

We also provide cryotherapy (freezing) for suitable conditions such as warts, verrucas, skin tags and other benign skin conditions.

We have been providing minor surgery and joint injections for patients registered at our practice since 1994, and for patients registered at other local practices since 2006.

Minor surgery operations are carried out every Thursday afternoon by the doctor, ably assisted by our experienced Nurses and Health Care assistants. Joint injections are arranged into a suitable appointment with the doctor. Cryotherapy is done once a month on Friday afternoon by the nurse or GP.

All patients must have a pre-op consultation with the one of the GPs at the practice to discuss their minor surgery procedure, cryotherapy or joint injection. If the doctor feels it appropriate for further treatment then the patient will be made asked to make an appointment for the appropriate clinic.

At their appointment the doctor will explain the procedure to the patient and why it is necessary. The patient will have the opportunity to ask any questions to reassure them about the procedure and when they are happy they will be asked to sign a consent form. All operations are performed under local anaesthetic (numbing of the affected area while the patient remains awake). If stitches are required then the patient needs to return to have stitches removed the following week. Most patients will be able to go about their normal business the following day. ■

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

For urgent healthcare 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 M Dhinsa

Practice Nurses

Henny Shanta
Anna Wan
Purnima Gurung

Health Care Assistant

Niki Onoufriou

Practice Manager

Matthew Edwards

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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**A large print version
of this newsletter is
available from
Reception**