

Barnabas Bulletin

Newsletter of the Barnabas Medical Centre

Issue 9, March 2015

Friends and Family Test

You may have noticed that you are being asked to complete a Friends and Family Test (FFT) questionnaire whenever you interact with the practice. This is the new government scheme which has been in place since last December.

Forms can be found in the waiting area, or by asking at reception, and we encourage all our patients to complete a form as often as possible. Completed forms should be put in the blue box behind the self-check-in screen.

The feedback we receive from FFT is used by the Practice to see how well you think we are doing and to find out what we could do better. We also have to report the results to NHS England.

January was the first live month for the collection of data. So how did you vote? Your answers to how likely you are to recommend the Practice were:

Extremely Likely : 22 (50%)
Likely : 17 (39%)
Neither Likely nor Unlikely : 0
Unlikely : 4 (9%)
Extremely Unlikely : 1 (2%)
Don't Know : 0

The score of 89% for Extremely Likely or Likely is very pleasing and is consistent with what you have told us on our last two annual patient surveys. But of course we would like to do better!

These results will be published each month in the waiting area and also on the Practice website.

Many thanks to everyone who has completed a form. We would like more feedback so please (continue to) fill in FFT forms – we appreciate all feedback, both good and bad, as this tells us what needs attention. ■

PPG Coffee Morning

About twenty of us came along to the Practice on Saturday 21 February. Saturday? When the Surgery isn't open? Yes, we had come for the Patient Participation Group's (PPG) first ever Coffee Morning. And being a February morning the plentiful supply of hot drinks and biscuits were certainly appreciated.

But why on a Saturday? In the first instance, because the Practice wasn't open so we could use the waiting area without getting in anyone's way. And secondly because we wanted to find a time when those who are working during the week could come along.

Both PPG newcomers and regulars found plenty to chat about; lots of information was shared and ideas were suggested. Topics covered included electronic prescriptions, transport, local newspapers, grandchildren, holidays, cooking, defibrillators and the way in which the culture of our Polish patients affects how they interact with the Practice.

PPG member Janet Bettaccini kindly provided a quite tricky quiz on various aspects of healthcare. Not many of us got 100%.

Rather cheekily PPG Chairman, Keith Marshall, took round his top hat collecting small change. This raised just over £25 to buy more stock for the Book Exchange. A couple of people had also brought along books for the Book Exchange. Thank you!

Overall we had a successful, useful and enjoyable morning, so this is something the PPG will probably repeat occasionally. Keep an eye open for a poster in the waiting area, come along and find out more about the PPG and the Practice with a cuppa?

Meanwhile special thanks to Matt and Theresa for giving up their Saturday morning to make the Practice available for us. ■

Extended Online Access

As part of our contract with NHS England we are being required to offer our patients extended online access.

Patients are already able to request repeat prescriptions online through the Practice website. In addition we are in the process of enabling you to book appointments online and giving you access to your Summary Care Record.

We are aiming to have this service up and running in early March.

Because these online facilities will be a part of our new SystmOne computer system it will be necessary for all patients who wish to use the facility to be specifically registered to do so – and unfortunately this means those patients who are currently registered to request repeat prescriptions online will need to be re-registered.

We will be contacting patients who currently use the online prescription request service so they can come in and collect their new username and password, which will enable them for all the available online services.

We will advertise in the waiting area and on the Practice website when this service is up and running. You will then be able to request to be registered to the new service. For security reasons to be registered you will need to bring in proof of ID before we can allocate your username and password. You will also need to have a valid email address.

Once this system is in place all new patients joining the Practice will automatically be registered for online access.

Also over the coming weeks we will gradually be implementing a facility to send text message reminders of appointments to your mobile phone.

Another online service which should be available very soon is the facility to have your prescriptions transmitted electronically direct to the pharmacy. This will mean you and the pharmacist no longer have to deal in prescriptions on paper – a saving of both time

and paper for everyone. To use this facility you will need to nominate which pharmacy you wish to use; the doctors can then send all your prescriptions direct to the pharmacy who will contact you when your drugs etc. are ready for collection.

In order for us to register you for online access and for text messaging we need to have your current contact details. You can help us by checking that your contact details are up to date when you next visit the Practice. ■

CQC Inspection

On 21 January the Practice was inspected by the Care Quality Commission (CQC) who are responsible for regulating all health and social care services.

The inspection was carried out by three members of the CQC team who looked at all aspects of the practice to assess:

- Are we safe?
- Are we effective?
- Are we caring?
- Are we responsive?
- Are we well-led?

The inspectors spent the whole day at the Practice and spoke to all members of the Practice team as well as Keith and Noreen Marshall as representatives of our Patient Participation Group. The inspectors also spoke to some patients that had appointments that day and asked them about their overall experience of the practice – thank you to those who took part.

Overall the feedback provided by the inspectors on the day was very positive. We should be receiving a draft copy of their findings in the coming weeks. Once approved the full report will be sent to us and the Practice will be given a rating. This full report will be published on the CQC website; we also have to display the results in the waiting area and on the Practice website.

The inspection was very intensive for everyone and we hope it did not disrupt anyone on the day. ■

PPG Corner

Updates from our Patient Participation Group

You will find a report of our recent **Coffee Morning** on the front page.

PPG Meeting. Our next meeting is on **Monday 16 March; 6pm at the Medical Centre.** Dr Parmar has promised to update us at the meeting on the work being done locally under the Prime Minister's Challenge Fund initiative; this includes some of the extended online access facilities mentioned opposite as well as a number of other facilities.

PPG Awareness Week. This year's PPG Awareness Week is on 1 to 6 June. How should we support this? Well, we have some ideas which we will discuss at the meeting on 16 March. One possibility is for PPG members to spend some time in the waiting area that week talking to patients about the work of the PPG. We might also hold a coffee morning, probably on the Saturday; this could include either a PPG meeting or an open healthcare Q&A session with a couple of our doctors. Do let me know if you have other good ideas. PPG Awareness Week will also coincide with the next issue of *Barnabas Bulletin*. Watch out for more information.

Keith Marshall, PPG Chairman ■

Staff Changes

As many of you know our Heath Care Assistant (HCA), Niki Onoufriou, has now left to train as a nurse. We are very pleased to announce that Sian Fullerton started with us on 23 February as our new HCA. Sian has been working in the hospital environment for the last two years and will start with us as a trainee under the guidance of the Nursing staff. Please welcome Sian to the Barnabas family; we know she will be an excellent addition to the team.

We have also had to say goodbye to Dr Manjit Dhinsa, our salaried GP, who left us in January. We hope to have a replacement salaried GP in the next couple of months. ■

Missed Appointments

Like everyone in the NHS, we continue to monitor, and worry about, the number of appointments which are missed – patients who just don't bother to turn up. This wastes everyone's time and is something the NHS really cannot afford.

Since our new computer system was installed last June the number of missed appointments has been:

2014		2015	
July	125	January	125
August	126	February	144
September	147		
October	165		
November	166		
December	142		

During the whole of **2014** we had **almost 1500 missed appointments** – that is **six appointments every working day**.

While occasional missed appointments are inevitable, these figures are far, far too high and they are not getting any better!

So what, you might think? But patients who do not keep appointments have two major effects. First, they waste the time of the doctor or nurse – and for some patients also a translator who still has to be paid! Secondly they block an appointment which could be used by another patient who may urgently need it.

So how can we tackle the problem?

First of all we need you to help us ...

If you no longer need, or cannot keep, your appointment please tell us!

A quick phone call is all it takes.

Or, when you are registered for online access (see opposite), you can cancel your appointment online.

We can then help you ...

A day or so before your appointment **we can send you a text message reminding you the time of your appointment.**

There is more on this opposite. ■

Ovarian Cancer

March is Ovarian Cancer Awareness Month

According to Cancer Research UK, ovarian cancer is the fifth most common cause of cancer death in women (after lung, breast, bowel and pancreas cancer, in that order). Over 7,100 women are diagnosed with ovarian cancer every year, with a 5-year survival rate of under 50%.

The good news is that if diagnosed early the outcome is good and survival rates are improving. Sadly, however, ovarian cancer is often a silent killer because many of the symptoms don't become apparent until the disease is well established or they are similar to the symptoms of more common conditions.

This can make ovarian cancer difficult to recognise and many women are not diagnosed until the disease has spread, so it is important that women know about the symptoms and seek advice as early as possible.

The key early signs and symptoms of ovarian cancer are:

- persistent pelvic and abdominal pain
- increased abdominal size/persistent bloating (not bloating that comes and goes)
- difficulty eating and feeling full quickly
- urinary symptoms – needing to pass water more often than usual

It is most likely that these symptoms are not ovarian cancer but if you regularly experience any of these symptoms, which are not normal for you, it is important that you see your GP. It is unlikely that your symptoms are caused by a serious problem, but it is important to be checked out. Better safe than sorry!

During March the Eve Appeal – the UK's only charity devoted specifically to gynaecological cancers – is asking people to hold tea parties to raise awareness and money towards ovarian cancer research. If you would like to take part there is more information online at www.eveappeal.org.uk/tea or you can call the Eve Appeal on 020 7605 0100. ■

Need a repeat prescription?

Don't forget it takes 2 working days from the time you request the repeat to us having it ready for collection.

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 Mohini G Parmar
Dr David G Knight
Dr Harpreet S Kooner
Dr Harjeet K Bhatoa

Practice Nurses

Henny Shanta
Anna Wan
Purnima Gurung

Heath Care Assistant

Sian Fullerton

Practice Manager

Matthew Edwards

Patient Participation Group

Chairman: Keith Marshall
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*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