

# Barnabas Bulletin

Newsletter of the Barnabas Medical Centre

Issue 10, June 2015

## Minor Ailments Service

*A new service to make it easier for you to access healthcare*

Ealing CCG has commissioned a new **Minor Ailments Service** (MAS) making it quicker and easier for you to access health care. For certain conditions there is now the option of going to your pharmacist for advice and medication.

The consultation with the pharmacist is free for all. You will be given a prescription if you need one and if you receive free prescriptions this will also be free. If you pay for prescriptions you will be charged no more than the retail cost of the prescribed medicines.

Should the pharmacist feel you need to be referred to another healthcare professional they will do this.

You **DO NOT** now need a GP appointment for these minor ailments:

Bacterial Conjunctivitis	Mouth ulcer
Indigestion and heartburn	Musculoskeletal pain (sprains & strains)
Constipation	Nappy rash
Contact dermatitis	Nasal congestion
Cystitis	Scabies
Diarrhoea	Sore throat
Ear wax	Teething
Fever	Threadworm
Hay fever	Vaginal thrush
Head lice	Warts and verrucae
Insect bites and stings	

### Who can use the Minor Ailments Service?

Anyone who is registered with a GP practice belonging to Ealing CCG. To prove registration you will need **one** of:

- MAS leaflet stamped by your GP practice
- Repeat section of a prescription that gives the name and address of your GP practice
- An NHS card
- Child health red book with details of their GP

The pharmacist will give you a **Minor Ailments Passport** which will be used to record your treatment for up to five visits. Hold onto the passport and take it to any participating pharmacy for treatment. When it is full the pharmacist can give you another for further treatments.

Some age groups and people with additional conditions may not be able to receive treatment under the scheme. Your pharmacist will discuss this with you and direct you to the appropriate healthcare professional.

**When can I use the Minor Ailments Service?** Whenever you are suffering from one of the minor ailments listed opposite. However it can only be used for the **same minor ailment twice within one month**. If you need to use the service more frequently for a single condition, you will be asked to make an appointment with your GP.

**You do not need to make an appointment.** Simply walk into a participating pharmacy and ask to have a consultation with the pharmacist about your condition.

Not all pharmacies are participating in the service. The nearest ones to Barnabas Medical Centre are:

- Boots, Oldfield Circus, Northolt, UB5 4RR
- Boots, 5 Haydock Green, Northolt, UB5 4AP
- Boots, Westway Cross, Greenford, UB6 0UW
- Parade Pharmacy, 386 Oldfield Lane North, Greenford, UB6 8PU
- Gokani Chemist, 32 Church Road, Northolt, UB5 5AB

For a full list of participating pharmacies, and for further information, please ask at Reception or see the Practice website, [www.barnabasmedicalcentre.co.uk](http://www.barnabasmedicalcentre.co.uk). ■

## Long-Term Condition Self-Management Programme

As a result of funding from the Prime Minister's Challenge Fund, Living Well, in collaboration with the Ealing GP Federation is now running Long-Term Condition Self-Management Programmes (LTCSMP) – sometimes known as Expert Patient Programmes – in Ealing. The first programme started in mid-May. Similar programmes have been running in other areas (for example, Brent and Harrow) for some time with significant success.

There is evidence that, with proper support, people with long-term conditions can take the lead in managing their condition. This helps improve their health and quality of life, and reduces their incapacity.

The programme consists of six consecutive weekly sessions, with each session lasting around 2½ hours. The interactive sessions are run by two trained facilitators, at least one of whom is themselves living with a long-term condition. The programme is free for Ealing residents.

Living Well's LTCSMP is currently open to anyone in the London Borough of Ealing living with a long-term condition such as:

- Diabetes
- Arthritis
- Heart disease
- Pain conditions
- Neurological condition
- Asthma
- Epilepsy
- Pulmonary rehab
- High blood pressure

The programme covers the following topics:

- dealing with pain and extreme tiredness
- coping with feelings of depression
- relaxation techniques and exercises
- healthy eating
- communicating with family, friends and healthcare professionals
- planning for the future

What makes the programme so effective is the way in which it is taught. The sessions are highly participative, where mutual support and success build the participants' confidence in their ability to manage their health and maintain active and fulfilling lives. However

participants can interact as much, or as little, as they wish.

The first programme is already under way but there will be others in the near future. For further information and to book your free place on a programme contact Deamion Broni on 020 3137 3373 or email [deamion@livingwellcic.com](mailto:deamion@livingwellcic.com). ■

### PPG Coffee Morning

**Saturday 6 June  
10am to noon  
at the Medical Centre**

Why not drop in for a chat? Learn more about your Practice and the work of the PPG.

To support the Prime Minister's  
Challenge on Dementia

**Ealing NN PPG Network**  
with Ealing CCG and Dementia Concern  
present

## DEMENTIA FOR THE LAYMAN

**Christine Giles**

from Dementia Concern talks about:  
*What is dementia?*

*Recognising the early signs  
How and when to seek treatment  
Supporting and communicating with  
sufferers*

**Thursday 18 June, 6pm  
Perivale Community Centre**

Horsenden Lane South, Perivale, UB6 7NP

The session is open to all Barnabas patients,  
carers & staff.

Tea/coffee and biscuits will be provided.  
Please email [enn.ppg.network@gmail.com](mailto:enn.ppg.network@gmail.com) to  
let us know how many are likely to attend.

## Involved Patients = Excellent Care

### Patient Participation Week: 1- 6 June 2015

This issue of *Barnabas Bulletin* is released to coincide with **Patient Participation Awareness Week**.

The week is organised by the National Association for Patient Participation, (NAPP) a charity formed in 1978 to act as the umbrella body for patient-led groups in primary care. There are now over 1000 groups affiliated to NAPP, representing at least ten million patients across the UK.

Since the first PPG was started in 1972 their numbers have grown so that over two-thirds of GP practices in England now have a group. Working in partnership with GPs and practice teams, PPGs ensure the patients' perspective is at the heart of local healthcare provision so that services are high quality and continuously improve. PPGs also provide practical support in the surgery, foster improved communication between the practice and its patients and help patients to take more responsibility for their health.

PPGs work in a unique partnership with their practice built on mutual trust and respect to:

- Provide the patients' perspective ensuring services, plans and activities respond to patients' needs and priorities. Be a 'critical friend'.
- Foster communication with the wider patient population building stronger patient-doctor relationships.
- Provide practical support to practice teams by, for example, conducting and analysing

patient surveys, organising health awareness events *etc.*

- Encourage patients with long-term and/or multiple health conditions to gain confidence in managing and taking control of their health and care.
- Help other patients take more responsibility for their health and make informed decisions.

### Patient Participation Awareness Week

highlights the importance of patient participation to achieve excellence in care for all patients. Experience shows that excellent practice, excellent care and good PPGs go hand in hand!

Over the last 3 years our PPG has done much good work for the Practice, including: conducting & analysing annual surveys; managing the noticeboards, leaflets & magazines; starting & maintaining the Book Exchange; driving to set up a network of local area PPGs; providing our trainee GPs with the patients' perspective; and representing our patients to the CQC inspectors.

To support **Patient Participation Awareness Week** some of our PPG members will be spending time during the week in the waiting area, talking to patients about the PPG's work as well as helping us conduct a small survey. There will also be a **Coffee Morning on Saturday 6 June, 1000-noon**, at the Medical Centre. This will be an opportunity for you to chat informally with PPG members and some of the Practice staff. ■

### Staff News

The Practice is pleased to announce **Dr Sonja Jey** has joined us as our new salaried GP, replacing Dr Manjit Dhinsa who left us in February. Dr Jey will be working all day Wednesdays, Thursdays and Fridays at the Practice. Please welcome Dr Jey to the Barnabas Medical Centre Team.

Meanwhile our nurse **Purnima Gurung** has spent several weeks in Nepal where she was volunteering as part of the international relief effort following the recent earthquakes. Well done Purnima! ■

### 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.

**Remember to order your repeat prescription in good time before your holiday!**

## DoctorView

*The regular column by our doctors*

### CQC Inspection Results

As you will all hopefully be aware the Barnabas Medical Centre was inspected by the Care Quality Commission (CQC) on 21 January this year. We have now received our rating and CQC's draft report.

CQC rates Practices as Outstanding, Good, Requires Improvement or Inadequate against each of five criteria. Our scores were:

Is the Practice <b>Safe</b>	<b>GOOD</b>
Is the Practice <b>Effective</b>	<b>GOOD</b>
Is the Practice <b>Caring</b>	<b>GOOD</b>
Is the Practice <b>Responsive</b>	<b>GOOD</b>
Is the Practice <b>Well Led</b>	<b>GOOD</b>

A **GOOD** rating across the board, and with only a handful of relatively minor observations which need attention, is a major achievement. However this does not mean we are perfect and the small areas of improvement which were highlighted must be addressed.

This also does not mean we can relax as, like all GPs, we will be inspected again in a couple of year's time.

But overall the Practice and you, our patients, should be very happy with the outcome.

The ratings are posted on the door of the surgery. Once the final report is published on the CQC website, we will make a link available on the practice website so you can view the full report. ■

### Missed Appointments

We continue to track the number of missed appointments – patients who just don't bother to turn up. Over the last year the figures are:

2014		2015	
July	125	January	125
August	126	February	144
September	147	March	160
October	165	April	129
November	166	May	155
December	142		

**If you no longer need, or cannot keep, your appointment please tell us!  
A quick phone call is all it takes.**

## Barnabas Medical Centre

Girton Road  
Northolt, UB5 4SR

☎ 020 8864 4437

[www.barnabasmedicalcentre.co.uk](http://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 Bhatia  
Dr Sonja Jey

### Practice Nurses

Henny Shanta  
Anna Wan  
Purnima Gurung

### Heath Care Assistant

Sian Fullerton

### Practice Manager

Matthew Edwards

### Patient Participation Group

Chairman: Keith Marshall  
020 8864 7993

[barnabas.ppg@gmail.com](mailto: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**