

# Barnabas Bulletin

Newsletter of the Barnabas Medical Centre

Issue 11, September 2015

## Barnabas Medical Centre Now Live with Electronic Prescriptions

**Paper Prescriptions Go Electronic ...  
A More Convenient Way to get Your Prescription**

*Paper prescriptions go electronic*



*Electronic Prescription Service*

Barnabas Medical Centre is now offering an **Electronic Prescription Service (EPS)** to our patients.

EPS is an NHS service which enables prescribers (GPs and practice nurses) to send prescriptions electronically to a dispenser (such as a pharmacy) of the patient's choice. This makes the prescribing and dispensing process more efficient and convenient for patients, clinicians and dispensers.

The new service gives you the option to 'nominate' the pharmacy (or appliance dispenser) you wish to use; they can then receive your prescriptions electronically direct from the Medical Centre. You just have to collect your medicine from the pharmacy, often without having to wait as the prescription may have already been prepared for you.

This could save you a trip to the Medical Centre just to collect a prescription form – ideal particularly if you have regular prescriptions.

You may choose to have your prescriptions sent to any participating pharmacy/dispenser; they do not have to be local – for instance it may be more convenient for you to collect your prescription from a pharmacy close to your work.

EPS is secure and confidential. The messages are sent in an encrypted form and the details of the prescription will only be seen by the same people as your paper prescription is now: your GP practice, the pharmacy staff and the NHS prescription payment agencies.

If you wish to use this facility and have not yet nominated a pharmacy to collect from, please either come to the Practice and talk to reception or go to your chosen pharmacy.

Please note that **not all** medication prescriptions may be sent electronically. For a small number of medicines a paper prescription will be issued, as before. ■

## Vaccination Updates

### Meningitis B

Meningitis B vaccination is now being offered to all babies born after the 1 July of this year. This is a series of three injections at 2, 4 and 12 months.

### Meningitis ACWY

Meningitis ACWY vaccination is being offered to 17 and 18 year olds, plus all first year university students (up to age 25) from 1 August of this year. This vaccine protects against the four A, C, W and Y groups of the meningococcus bacteria which are highly dangerous and contagious especially for those living in close contact such as at university.

### Shingles

Vaccination against Shingles will be available from the Practice starting on 1 September. To be eligible you must be aged 70 or 78 on 1 September. There is also a catch-up service for patients who have previously failed to have the vaccine but were eligible from September 2013 and are still aged under 80.

### Flu Vaccination

Yes, it is flu season again. If you are in a high risk group (over 65, a healthcare worker or with a long-term condition) it is very important that you receive your flu vaccination.

Vaccination will be available at the Practice from 21 September.

Children aged 2, 3 or 4 on the 1 September 2015 are also eligible for vaccination and will be offered the nasal vaccine.

Unlike the other vaccinations mentioned here, you need to have a flu vaccination every year. This is because of the variation and the rate at which the influenza virus mutates.

To check if you are eligible for flu vaccination, and to book an appointment, please contact reception.

### Pneumococcal Vaccination

Anybody aged 65 will also be also offered the pneumococcal vaccine along with their flu vaccination. ■

## Named, Accountable GP for All Patients

From April 2015 the NHS requires that all patients are allocated a named, accountable GP, who will be the doctor ultimately responsible for the co-ordination of all your healthcare. This is already required for all patients over 75 and is now being extended to cover everyone.

In most cases your named GP will be the doctor who you most frequently see, however you may ask for a specific doctor to be your named GP and we will do our very best to accommodate your request.

We are in the process of informing all our patients of their accountable GP; you will be notified over the coming months. When you receive a letter from us, if you would like your named GP changed then please talk to Reception.

This new arrangement does not mean you always have to see your named GP. **You may continue to see any of our doctors or nurses, exactly as at present.** ■

## Registering for Online Access

If you wish to book appointments or request repeat prescriptions online, and you are not already registered, please come into the practice and talk to Reception.

Please bring some form of photo ID and proof of address with you as we may need to see it for security reasons. ■

## Staff News

**Dr Shanker Vijay** who has been working with us as a locum for the last few years is now a permanent salaried GP at the Practice. Dr Vijay will be working Monday afternoon, Tuesday morning, all day Thursday and Friday.

Some of you may have received a call about your medication from **Yaksheeta Dave**. We are pleased that Yaksheeta is now working at Barnabas as a Practice Pharmacist.

Please join us in welcoming both Dr Vijay and Yaksheeta to the practice team. ■

## Extended Hours

From 1 September the Practice will be offering appointments, with a doctor or nurse, from 0730 hrs on Tuesday, Wednesday and Thursday mornings. These will be **pre-booked appointments only** and are intended to help those needing to get to work.

The Practice will open early only for patients that have a pre-booked early appointment. We will then open our doors to everyone as usual at 0830. ■

## PPG Corner

*Updates from our Patient Participation Group*

### Ealing North North PPG Network

A year or so ago I stated working informally to network together the PPGs in our area. I am delighted that this work now has the formal backing of Ealing CCG and Healthwatch Ealing across the seven areas of the borough. In consequence we now have a PPG Network in our area (Ealing North North which covers the 11 GP practices in North Northolt, North Greenford and Perivale).

In parallel the GPs, nurses and Practice Managers are also organising themselves into area networks.

Genuine patient involvement is critical to the development of both GP practices and NHS commissioning. Networking PPGs together in an area provides a tremendous opportunity for collaboration and shared learning between both the PPGs and between the GP Practices themselves. The larger organisation will also allow us to undertake projects which might be too big for a single PPG as well as providing enhanced opportunities to work with and influence local healthcare commissioners and Healthwatch.

As a penance I have been elected as Chairman of the ENN PPG Network.

Because of my previous informal work we are ahead of the other networks in the borough. However we are still building our organisation, so watch for more news over the coming months.

*Keith Marshall, PPG Chairman* ■

## Support for Carers

'Caring' for someone covers lots of different things, like helping with their washing, dressing or eating, taking them to regular appointments or keeping them company when they feel lonely or anxious.

If this sounds like you, then from April 2015 changes to the way care and support is provided in England mean you may be able to get additional help so that you can carry on caring and look after your own wellbeing. This could be:

- help with having a break
- health and wellbeing services
- advice and information about caring and wider family relationships, employment, education and learning
- signposting to reliable sources to help with financial matters

Also, you can request an assessment of your needs – this is called a **Carer's Assessment**.

To find out what types of support you may be eligible to receive contact the Ealing Social Care Customer Contact Centre (details below).

You can also find out about the **Carer's Emergency Card**. Carers can carry this card to raise the alarm if they are involved in an accident, taken ill or have a personal crisis so that the emergency services would know that there is someone at home who could not manage without help.

### Ealing Social Care Customer Contact Centre

Phone: 020 8825 8000

Email: [sscallcentre@ealing.gov.uk](mailto:sscallcentre@ealing.gov.uk)

Web: [www.ealing.gov.uk/info/100010/social\\_care](http://www.ealing.gov.uk/info/100010/social_care)

This is an edited version of an article which originally appeared in Hillview Surgery PPG's Newsletter. ■

## 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.

## Survey Feedback

The Practice ran an annual survey during June. Many thanks to everyone who took time to complete the survey and a special thanks to our PPG group members who came into the medical centre and helped people to complete the forms.

From the results, and feedback from the FFT, the overall message is that we are doing a good job at meeting our patients' needs. This does not mean that we are perfect and from comments provided by you we can see that the main areas for the practice to focus on are the availability of appointments and increasing the use of our on-line facilities for booking appointments and requesting repeat prescriptions; quite a few of you would also like to have a phlebotomy clinic here at the practice.

The appointment of our two new salaried GP's (Dr Jey and Dr Vijay) and the extended hours should address the appointment issue. The Practice is applying for a government grant to expand the premises to include two new clinical rooms. This will give us the capacity to run other clinics.

Watch this space for future updates on our progress. And once again many thanks for taking part in the survey; your views and opinions really do matter to us. ■

## Missed Appointments

We continue to track the number of missed appointments – patients who just don't bother to turn up. And it isn't getting any better! 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	June	170

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

## Minor Ailment?

Don't forget that you can now receive treatment and medication for many minor ailments from your local pharmacy without the need for a doctor's appointment.

Please ask at Reception for more details. ■

## Barnabas Medical Centre

Girton Road  
Northolt, UB5 4SR  
☎ 020 8864 4437

[www.barnabasmedicalcentre.co.uk](http://www.barnabasmedicalcentre.co.uk)

### Surgery Times

Mon & Fri: 0830-1300, 1400-1800  
Tue, Wed, Thu: 0730-1800

### 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  
Dr Sonya Jey  
Dr Shankar Vijayadeva

### Practice Nurses

Henny Shanta  
Anna Wan  
Purnima Gurung

### Practice Pharmacist

Yaksheeta Dave

### 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  
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Reception**