

Barnabas Bulletin

Newsletter of the Barnabas Medical Centre

Issue 14, June 2016

Boots Oldfields Circus – Under New Management

The new management in Boots Oldfields Circus are working to improve the service provided and ensure patient safety. The new store manager, Sheree Hunt, and the new regular pharmacist, Mariya Shah, have spent the past two months revamping the store **and have worked with your feedback to improve the care provided**. As part of this the free repeat prescription service is being reviewed and recommunicated to improve the understanding of how the service works and to prevent any future mishaps.

So, how does the repeat prescription service work?

1. Patient collects supply of medication (usually 3 months supply) from Boots.
2. Boots staff ask the customer whether they wish to manage requesting their repeat prescriptions themselves or if they would like Boots to manage this for them.

Boots

Self

3. Customer asks Boots to manage their repeats.
4. Customer ticks the medication they want on their repeat form for collection next time – eg. if it is 84 tablets, one a day, it will be in 84 days (12 weeks) time.
5. Boots staff tell the customer the date their next set of medication is due. The customer is asked to inform Boots if there are any changes to their medication before that date.
6. Boots places the request for a repeat prescription with the surgery 7 days before the next medication is due.
7. When the prescription is received, it is dispensed for collection and (if applicable) the customer is sent a message.
8. The same process is repeated each time.

3. Customer says that they will manage their own repeat medication.
4. Boots staff advise customer that it is best to order their medication 7 days before they run out.
5. Customer requests a repeat prescription from the surgery (or they can call Boots) 7 days before medication is due.
6. Prescription is taken to Boots by the customer (or it is sent electronically by the surgery) before medication is due.
7. Boots dispense the medication ready for collection and (if applicable) send the customer a message.
8. The same process is repeated each time.

Boots also offer the Electronic Prescription Service (EPS), which works alongside the GP practice to provide streamlined patient care. The electronic prescription is sent from the surgery, via a secure central NHS network, to the patient's nominated pharmacy where it is dispensed just as if it were taken to the pharmacy on paper. These prescriptions can be tracked to ensure that they do not go astray and their progress through the system is known at all times – especially as at busy times the transmission to the pharmacy may not be instant.

We are happy for you to visit the store at any time and give us constructive feedback on these services or any other issues that you may have. We are here to help and look forward to providing you with great patient care. ■

How do I best get rid of unused medicines?

First of all it is important to stress that you must not take any medicine which is past its expiry date or which is not yours. Doing so could cause adverse reactions, or worse.

It is quite common for us to end up with lots of expired medicines (both prescription medicines and those bought over-the-counter) in our bathroom cabinets or bedside drawers. It is also very common that when someone dies, especially if elderly, they have stocks of unused and/or expired medicines. So what should you do?

First of all leave everything in its original packet, put them all together in a bag or box and ensure they are kept safely out of the way of pets, children and the inquisitive.

Unused medicines must **NEVER** be put in the rubbish bin or flushed down the toilet. It is possible that they could be recovered from the bin by children or the unscrupulous. And if flushed down the toilet the drugs could well end up finding their way into the environment (especially rivers) and damaging wildlife, only to eventually reappear in our drinking water.

The safe way to dispose of these medicines is to take them to your local pharmacy. They are obliged to accept back unwanted medicines and they will have a process for their safe destruction.

And yes, the drugs must be destroyed; they cannot be reused. As soon as any medicine leaves the pharmacy it cannot be reused. This is to ensure everyone's safety as there is no way to know the condition of a returned medicine. Has it been stored properly? Has it been tampered with? How much have the ingredients degraded over time? There is no way of knowing so we have to be safe.

The same rules also apply to surgical appliances and supplies – even to unopened packs of incontinence pads.

So please turn out your bathroom cabinet & bedside drawer and return unwanted or expired medicines to your local pharmacy for safe disposal.

Annual Patient Survey

As in previous years PPG members are volunteering to be in the waiting area during PPG Awareness Week (6-10 June) to undertake this year's patient survey. PPG members will be present for as much of the time the Medical Centre is open as there are volunteers.

At the same time the PPG members will be able to talk to you about the work of the PPG, the Minor Ailments Service and Online Services. We also hope to have members of the new management team from Boots Oldfields Circus present for some sessions to talk to patients, provide reassurance and help rebuild trust in our nearest pharmacy.

As you know the annual patient survey is important for the practice as it provides a view of what you think of the practice, how well we are doing and what you would like us to improve. This is a more in depth view than the one we get from your completed FFT cards.

As a part of this year's survey we are also asking as many people as possible to update their contact details. It is especially important that we have your correct mobile phone number and email address in order to be able to send you reminders of your appointments *etc.*

If you are not coming into the Medical Centre for an appointment or prescription you can still drop in to pick up a survey form. Alternatively the form may be downloaded from the practice website. ■

Next Barnabas PPG Meeting Monday 11 July

The next meeting of the PPG is on Monday 11 July, 1800 hrs at the Medical Centre, when we hope to have Paresh Virji talk to us about his role in care planning at the practice.

The meeting is open to all Barnabas patients, carers and staff so please do come along. ■

PPG Corner

Updates from our Patient Participation Group

PPG Awareness Week 6 to 11 June

PPG Awareness Week aims to promote the role and benefits of Patient Participation Groups (PPGs) to patients, the public and health professionals in order to improve understanding of the value of true patient participation.

Patient participation is a partnership between patients, GPs and their practice which is an essential part of ensuring high quality and responsive care. PPGs work in partnership with their practice to:

- help patients to take more responsibility for their health
- contribute to the continuous improvement of services and quality of care
- foster improved communication between the practice and its patients
- provide practical support for the practice and help to implement change.

Experience shows that successful practices and effective PPGs go hand in hand.

These are some of the things Barnabas PPG has done in the last few years:

- run the practice's annual patient survey, and analysed the data
- implemented and run the book exchange in the waiting area
- taken over management of the waiting area noticeboards, magazines and leaflet displays
- organised a number of open meetings, including one on the sharing of patient data
- set up a monthly information bulletin for PPG members
- established and edited the practice newsletter, *Barnabas Bulletin*
- represented patients at many meetings of local healthcare organisations.

To do this means we need volunteers like you. If you want to see Barnabas Medical Centre develop, why not come and join us? We meet every couple of months or you can join our Facebook group. Drop me an email or give me a call (details on back page).

Keith Marshall, PPG Chairman ■

Did you know you can ...

Book appointments
Request repeat prescriptions
View your medical records

... all online?

Online services are free to use and are just another way of contacting the Medical Centre. You can still phone or go in the Medical Centre just as you do now. But you may find online services more convenient to use and they could help you take greater control of your health.

If you would like to use this service, 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 them for security reasons.) ■

PPG on Facebook

Our PPG now has a Facebook page which is open to all our patients, carers and Practice staff. You can find the page at **<https://www.facebook.com/groups/barnabas.ppg/>**. So if you are on Facebook, please do join us and help make this a valuable resource. ■

Missed Appointments

We continue to monitor the number of missed appointments. During 2015 we clocked up over 1800 unkept appointments; that is seven a day, every day we're open – or the equivalent of an afternoon clinic for a doctor and a nurse each week.

So far this year the missed appointments have been:

January	136	April	84
February	127	May	87
March	123		

It's great to see these figures falling! Please keep up the good work.

If you don't need, or can't get to, your booked appointment please tell us! A quick call is all it needs!

Staff News

Medical Secretary. Chris Sodhi – who has many years experience as a Medical Secretary – has now joined the Barnabas team.

Clinical Pharmacist. Nitin Shah has now joined the team as our Clinical Pharmacist. Nitin replaces Yaksheeta Dave who is now working full-time for our colleagues at Hillview Surgery.

Phlebotomist. We now have our own phlebotomist, Sheheen, who will be doing blood tests for us on Thursdays.

Receptionist. We also have a new Receptionist. Sharon is very experienced and will be working with us every afternoon.

Please make them all welcome to the Barnabas team. ■

Repeat Prescriptions

Please remember it takes 2 working days from the time you request the repeat to it being ready for collection.

However you request your repeat prescription, if you are registered for electronic prescriptions your prescription will go direct to your nominated pharmacy and cannot be collected from the Medical Centre. ■

Minor Ailment?

Remember 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. ■

Extended Hours

The Practice is now offering appointments, with a doctor or nurse, from 0730 hrs on Tuesday, Wednesday and Thursday mornings. These are **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. ■

Need a large print version?
Please ask at Reception

Barnabas Medical Centre

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Northolt, UB5 4SR

☎ 020 8864 4437

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 Parmar (f)

Dr David Knight (m)

Dr Harpreet Kooner (m)

Dr Harjeet Bhatoa (f)

Dr Sonya Jey (f)

Dr Shankar Vijayadeva (m)

Practice Nurses

Henny Shanta

Anna Wan

Purnima Gurung

Pharmacy Assistant

Nitin Shah

Heath Care Assistant

vacant

Integrated Care Plan Advisor

Paresh Virji

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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