

Barnabas Bulletin

Newsletter of the Barnabas Medical Centre

Issue 15, September 2016

Patient Survey Results and Practice Plans

By Matt Edwards, Practice Manager

Once again the Practice ran its annual patient survey during June. Many thanks to the 333 of you who took the time to complete the survey and special thanks to our PPG members who gave up their time to come into the Practice and help people to complete the forms.

We are especially pleased that 91% of patients are "very likely" or "likely" to recommend the Practice. In addition almost 4 in 10 patients see the service we provide having improved over the last couple of years.

The survey results and feedback from the FFT (friends and family test) questions can be read in detail on the Practice website. They give an overall message that we have improved our services from previous years. But we need to improve further over the coming years.

The survey highlighted the need to work on two main areas:

- Online facilities
- Patient access, capacity & services

Online Facilities

Services like online appointment booking and repeat prescription requests are areas we need to see used much more widely. To do this we are actively encouraging our patients with internet access to sign up to the services. As service use grows we can increase the number of doctor appointments available for online booking. This will mean patients do not have to contact the practice to make appointments, or to request repeat prescriptions, which long term will reduce time spend waiting when you do have to call the practice.

Online services also include the ability for those patients who wish to view their Summary Care Record and the coded sections (but not free text notes) of their medical record.

Patient Access, Capacity & Services

Patient access and services is an area that again appeared on this year's survey. While many patients were happy with their ability to get an appointment, an equal number said they could not get a timely appointment when they needed one.

In response to previous requests, we have introduced a Thursday Phlebotomy Service for our patients, which was well known about and liked. Naturally you would like to see us offer more, but we are currently restricted by our lack of space.

The good news is that the Practice is hoping to extend the building to include two additional clinical rooms. This will allow us to provide more services and add additional clinical staff. If all goes to plan the extension will be complete by the end of March 2017. Once we have a definitive "go ahead" for the extension we will provide further updates in the waiting area, on our website, in this newsletter and through our PPG.

We are also making more use of telephone consultations — for more see overleaf and hope to invest in a new telephone service with much greater flexibility.

Once again many thanks for taking part in the survey, your views and opinions really do matter to us and are acted upon wherever possible. g

**Need a large print version?
Please ask at Reception**

Telephone Consultations

By Dr Shankar Vijayadeva

General Practice handles an increasing number of patient consultations and interactions every year. Telephone consultations can provide many benefits to patients, particularly for those with reduced mobility or difficulty attending the practice during the practice's opening hours (eg. working adults). It can help with waiting times and appointment systems and can increase the opportunity for patients to consult with a preferred doctor, reinforcing the doctor-patient relationship and providing better continuity of care.

However there are limitations to telephone consultations. Doctors and nurses often rely on visual cues which are obviously absent during phone consultations. This could lead to a greater risk of an incorrect assessment. So telephone consultations might be better suited to review or follow-up of an existing problem than assessment of a new problem — for example a new skin rash (if otherwise well) would usually be best assessed by a face-to-face appointment. Doctors and nurses are also extremely busy so there is a limit to how many telephone consultations can be fitted into the working day.

Here are some tips for getting the most out of telephone consultations with a doctor or nurse:

1. Please check with reception that we have got all your correct phone numbers (has your mobile number changed?) and that you have told us the preferred number to contact you on. This is also an opportunity to request that you are registered for our mobile text messaging service if this is not already set up for you.
2. Please keep within sight/sound of your phone so that you do not miss our call, particularly as we may not be able to tell you the exact time you might be called by the doctor or nurse. This also helps save the doctor's or nurse's time when calling you.
3. Please let us know in advance if there are particular times you know you won't be able to take our call — for instance when you have to collect a child from school.
4. Think ahead about what you might wish to say or ask during your telephone consultation.
5. Check you are in suitable surroundings for the call — for example, you may wish to ensure you are not overhead at work or on public transport if discussing something personal.
6. Telephone consultations in General Practice are not suitable for extremely urgent or emergency medical problems, especially if we cannot guarantee the exact time when you might be called. Please call 999 for immediately life-threatening situations and call NHS 111 if it is urgent but not necessarily life-threatening.
7. If you have limited English, then it may be difficult to communicate effectively over the phone and you might wish to consider a face-to-face appointment instead.
8. During a telephone consultation, if you do not understand what the doctor or nurse is saying, or you do not feel you are being understood, then please let the doctor or nurse know during the call, especially as they cannot see your body language! In such circumstances it might be best for you to have a face-to-face consultation instead.
9. After a telephone consultation, you might need to seek further medical assistance if your condition changes or symptoms worsen. g

Vaccination Updates

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.

Vaccinations are expected to be available at the Practice from Monday 19 September 2016.

Children aged 2, 3 or 4 on 1 September 2016 are also eligible for vaccination and will be offered the nasal vaccine.

Unlike the other vaccinations mentioned below, you need to have 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.

Other Vaccinations

Meningitis B

Meningitis B vaccination is routinely offered to all babies born after the 1 July 2015. This is a series of three injections at 2, 4 and 12 months.

Meningitis ACWY

Important for University Students

Meningitis ACWY vaccination is now routinely offered to 17 and 18 year olds, plus all first year university students (up to age 25). The 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 again be available at the Practice starting from 1 September. You are eligible if you are aged 70, 78 or 79 on 1 September 2016. There is also a catch-up service for patients who have previously not received the vaccine but were eligible from September 2013 and are still aged under 80.

Pneumococcal Vaccination

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

Missed Appointments, Text Messages & Online Services

Online Facilities

If you do not have access to our online facilities (as highlighted on page 1), please come to the practice and sign up. (Please remember to bring proof of identity and address with you.)

The online facilities give you access to booking appointments, requesting repeat prescriptions and viewing the coded parts of your medical record.

Missed Appointments

Our rate of missed appointments (DNAs) has decreased slightly since the text messaging service was introduced – but further reductions are still needed. To help with this we need your help to:

Ensure you tell the Practice of changes to your contact details

A key part of our service is to send a text message to your mobile phone when you book an appointment; this confirms the date and time. You will also receive a reminder text message the day before your appointment. At any time, or especially when you receive the reminder text:

**If you no longer need, or can't keep, your appointment please tell us as soon as possible!
A quick call is all it needs!**

It is very important that you attend your appointments or let us know if you cannot. As you know, the practice is very busy and DNAs reduce the number of appointments on offer to other patients – cancelling your appointment means it can be given to another patient who may need it urgently.

Just to keep you up to date, so far this year the missed appointments are:

January	136	May	87
February	127	June	134
March	123	July	139
April	84	August	125

If you are interested, you can find a chart of both the DNAs and the FFT scores on the PPG noticeboard in the waiting area. g

Staff News

Clinical Pharmacist. We are pleased that Paresh Virji has added the Clinical Pharmacist role to his previous Care Planning work. Paresh is a well qualified pharmacist and combining these two roles will bring us a number of benefits. Paresh is currently working with us on Wednesdays, Thursdays and Fridays.

Health Care Assistant. We also welcome Kaylan Goli as our new (male) HCA. Kaylan is currently working with us on Tuesdays and Wednesdays. Please make Kaylan welcome to the Barnabas team. g

Repeat Prescriptions

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

Whether you request your repeat online or in writing, if you are registered for electronic prescriptions your prescription will go direct to your nominated pharmacy and cannot be collected from the Medical Centre. g

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.

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. g

Barnabas PPG Meeting Tuesday 13 September

The next meeting of the PPG is on Tuesday 13 September, 1400 hrs in St Barnabas Church Hall, when we hope to have one of Reception team to talk to us about their important role.

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

Barnabas Medical Centre

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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; they will normally be ready for collection after two 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 &

Care Plan Advisor

Paresh Virji

Health Care Assistant

Kaylan Goli

Practice Manager

Matthew Edwards

Patient Participation Group

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This newsletter is a joint production of Barnabas Medical Centre and the Barnabas Patient Participation Group.

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