

Barnabas Bulletin

Newsletter of the Barnabas Medical Centre

Issue 16, December 2016

A Day in the Life of ... A Practice Nurse

Practice Nurse Anna Wan talks to Keith Marshall

All three practice nurses are part time, working 2 or 3 full days a week. Officially we start at 8.30am, but I always arrive early to set up before the clinic. Checks include monitoring the temperature of the fridges and ensuring everything (phone, couch, trolley, computer) is clean. I also look through the day's appointments and note which other healthcare professionals are working that day.

I normally see about 10 to 15 patients per session, and a few extra patients who need to be seen urgently. I see a wide range of patients and conditions: asthma, COPD, wound dressings, removing stitches, flu jabs, contraceptive advice, smear tests, or travel advice and inoculations. Travel appointments are especially time consuming: it isn't just a case of "walk in, have a yellow fever shot, and walk out"; we have to do a full risk assessment because advice and treatment will vary depending on where you're going, what you're doing there and how long you'll be away. In addition we each have our particular clinical and administrative roles.

At the end of the clinic there are always administrative tasks to do; referrals for district nursing, podiatry *etc.* Any specimens (smears, blood *etc.*) have to be ready to go off to the lab by 1.30pm. Everything then has to be cleaned ready for the afternoon clinic at 2.30pm.

The afternoon clinic is much the same as the morning one, except that we try not to take specimens as most won't keep until the following day's collection (cervical smears are an exception). My Wednesday afternoon clinic is devoted to babies – we like to see babies in a special clinic as this makes for much smoother running. We also prefer to do wound care

towards the end of our clinic sessions, as this makes infection control easier. Once a month I also do a "cryo clinic" where we freeze things like warts.

Sometimes we may have to deal with an emergency or we're called on as a chaperone if a doctor is conducting an especially sensitive examination.

The afternoon clinic finishes about 5pm but then there are more phone calls to make, admin to catch up on, referrals to be done, supplies of instruments and drugs to be checked and replenished ready for the following day.

In any remaining time up to 6pm we try to catch up with the other nurses and doctors to share information.

What's the worst thing about the job? Oh, undoubtedly the pressure and the lack of time. And the best thing? Well I enjoy almost all of it, but seeing a patient making progress is especially satisfying. Good outcomes are definitely the best part, and what we're always aiming for! g

Christmas Opening

The Practice will be closed on 24, 25, 26, 27 & 31 December and 1 & 2 January – we will be open at our normal times on all other days

Please remember to request your repeat prescriptions in good time
More information on the back page

Tips on staying well this winter over the page



*Season's Greetings
and health & happiness for 2017
to all our patients and staff*



Staying Well this Winter

Here are a few tips to help you get through the next few months!

Keeping Warm

Keep your home warm. Try to keep your living room at 18-21°C (65-70°F) and the rest of your accommodation at a minimum of 16°C (61°F). Use a hot water bottle or an electric blanket (but not both at the same time) to keep warm in bed.

Eat well. Try to make sure you have hot meals and drinks regularly throughout the day, and eat a good balanced diet.

Wrap up warm, indoors and out. Wear several thin layers of clothes as they will trap the warmth better than a single heavy garment. Try to stay active within the home if you can. If you go out when it's icy, wear shoes with a good grip – and a hat and gloves!

Food & Medicine. If extremely cold weather is forecast make sure you have a supply of your regular medicines and a well-stocked food cupboard so that you don't have to go out too often, especially if you have a respiratory or heart condition.

Colds and Flu

Most of us will have a cold sometime over the winter, and some of us will have flu.

The main symptoms of winter cold and flu bugs are coughing, sneezing, blocked nose, sore throat, headache and slight temperature. If these are your only symptoms it's unlikely that your GP will be able to do anything – but you might want to visit your local pharmacy, where you can get advice on managing the symptoms and can buy over-the-counter medicines.

Do I have flu or a cold? It can sometimes be difficult to tell if you have flu or just a cold, as

the symptoms can be quite similar. But in general **flu symptoms** come on very quickly, usually include fever and aching muscles and make you feel too unwell to continue your usual activities. On the other hand, **cold symptoms** come on gradually (often over 24 hours or more), mainly affect your nose and throat and are normally mild enough you are still able to function (and maybe even go to work).


Whether you have a cold or flu you need to get plenty of rest, eat well, including a good variety of fruit and vegetables, and drink lots of fluids.

If you are elderly, or have respiratory problems, you may benefit from sleeping with extra pillows to raise your head, or even sleeping sitting up, as this can make breathing easier.

Painkillers, such as paracetamol and ibuprofen, will help you to manage cold symptoms like headache and sore throat. Decongestants can help a blocked nose, but should not normally be used for more than a few days.

Please Don't Pass It On!


Colds and flu are caused by viruses which spread through droplets from coughs and sneezes. Always carry tissues and use them to catch your cough or sneeze; dispose of them as soon as you can. Hands transfer germs to every surface you touch, so wash your hands with soap regularly, or use an antibacterial hand gel when out and about.

See your doctor if you have cold or flu symptoms and a very high temperature, if you have a long term condition such as diabetes, heart disease or asthma, if you are older and/or frail or if you feel very unwell. 

Practice Extension

The practice has put in a bid to build an extension to the Medical Centre.


The extension is planned to add two new clinical rooms to the right of the current building (as viewed from the road) at the front. The plans have been drawn up and planning permission has been granted for the work.

We hope to have the building work done during 2017-18. We will keep you all posted on progress. 

Practice Website

In the coming months the practice website, www.barnabasmedicalcentre.co.uk, will be given a refresh to make it easier for you to access online services such as booking appointments, ordering repeat prescriptions, viewing your detailed coded records and accessing links to local services.

We plan to also add audio and video links to materials from other NHS sites which we feel will be useful and beneficial to our patients.

Watch this space for news of progress. 

PPG Corner

Updates from our Patient Participation Group

AGM Report

Monday 14 November was our AGM at which I presented my Annual Report. Although the last year has been relatively quiet we have done useful work helping the Practice. First and foremost was our involvement in running this year's patient survey in June which highlighted that over 90% of our patients would recommend the Practice. The book exchange continues to thrive and we have continued to manage the noticeboards, magazines & leaflets in the waiting area.

It was election time too at the AGM and I was asked to continue as Chairman for another 2 years. Unfortunately Vice-Chairman, Stan Owen, has had to stand down and Sennen Chiu was elected in his place. Thank you to both Stan and Sennen.

We discussed meeting dates for 2017 and agreed to continue with alternate Monday evenings and Tuesday afternoons every 2 months, although meetings will be moved to the beginning of the month. Subsequently I have been able to book St Barnabas Church Hall "Link" for our 2017 meetings; dates are:

- Tuesdays 7 February, 6 June, 3 October; all at 1400 hrs
- Mondays 3 April, 7 August, 4 December; all at 1800 hrs

From January my monthly bulletin for members will also be moved to mid-month.

At our February meeting we will discuss our priorities for the coming period. As Dr Parmar has pointed out, there will be many changes over the next couple of years. Consequently it is important we understand our priorities and what we can do to support the Practice through the changes. I have already mailed all PPG members asking for their thoughts on where we should focus. If any of our readers have views on what the PPG (or indeed the Practice) should be doing, or doing differently, then please get in touch and I will commit to adding your views to our thinking.

Finally, thank you to everyone at the Practice for looking after us so well again this year, and to all who have contributed to the PPG.

Here's wishing everyone appropriate Seasonal Greetings and good luck for 2017.

Keith Marshall, PPG Chairman

Email me at barnabas.ppg@gmail.com or leave a note for me with Reception. g

Medical Students

By Dr Bhatia

As many of you already know we are a teaching practice, which means we sometimes have medical students with us. Over the coming months we will have students from Bart's & The London School of Medicine, who come on short attachments to the Practice to gain valuable practical experience.

Most of the students are in their fourth year, so quite close to finishing their five year degree course and qualifying as doctors. They are very experienced and knowledgeable, and our past experience is that they make a positive contribution to the practice, as well as us to them.

Of course this is only possible with the help and willingness of you, our patients, allowing the students to observe your consultations. When you come for an appointment, you may sometimes be asked to see medical students and consent to having them in the room along with your normal doctor. This is an important part of their training as future doctors, and all student activity is supervised by your doctor.

However, if you prefer to see the doctor alone, without students present, then you are completely free to do so, and is absolutely fine – just let us know. This will not affect your treatment or care in any way. g

Missed Appointments

Oh dear, this column is beginning to feel like a stuck record. However we still have too many missed appointments. So please remember:

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

No, we aren't just being grumpy because so far this year the missed appointments are:

January	136	July	139
February	127	August	125
March	123	September	152
April	131	October	130
May	137	November	133
June	135		

Put another way, the missed appointments are the equivalent of a half day clinic for a doctor and a nurse every week.

There are charts of both the DNAs and the FFT scores on the PPG noticeboard in the waiting area. g

Christmas Opening

The Practice will be closed on
Saturday 24 to Tuesday 27 December and
Saturday 31 December to Monday 2 January
inclusive. Normal opening hours will apply on all
other days.

**Please remember to check you have enough
medicine to last you over Christmas and New
Year. If you need a repeat prescription please
request it as early as possible and preferably
no later than Friday 16 December.** 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 hrs. g

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 7 February

The next meeting of the PPG is on Tuesday 7 February,
1400 hrs at St Barnabas Church Hall (Link area), when we
hope to have someone from Boots Oldfields Circus to
update us and we will be discussing our priorities for the
next couple of years. The meeting is open to all Barnabas
patients, carers and staff so please do come along. g

Barnabas Medical Centre

Girton Road
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.
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 (f)
Anna Wan(f)
Purnima Gurung (f)

Pharmacy Assistant & Care Plan Advisor

Paresh Virji (m)

Health Care Assistant

Kaylan Goli (m)

Practice Manager

Matthew Edwards

*** **

Patient Participation Group

Chairman: Keith Marshall
020 8864 7993

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