

Barnabas Bulletin

Newsletter of the Barnabas Medical Centre

Issue 19, September 2017

Annual Patient Survey Results

This year's patients' survey, which we ran in June, was well received with over 400 completed questionnaires and 80% of those approached contributing. These surveys provide invaluable information to help the Practice plan ahead and improve services.

Patients continue to hold the Practice in high regard with 90% saying they are "Likely" or "Extremely Likely" to recommend the Practice to others. Four out of five say the service is as good as or better than two years ago; only a handful say it is worse.

Nevertheless one in five complain about the ability to get an appointment. Given the current budget constraints and the increasing workload being placed on GPs, this is not surprising. It is a challenge faced by every GP in the country and for which there is no good solution – if there was all GPs would be doing it! But keep looking for improvements.

A quarter of patients already request repeat prescriptions online, and another third wish to. However fewer than one in five book appointments online, although again another half of patients say they would like to do so. If you're a "would like to" please talk to Reception who can register you for online services.

This year we asked about alternative methods of consultation. Three-quarters would like telephone consultations – something we already offer but which isn't widely known.

We also asked specifically about self-care and 19 out of 20 patients agreed it is important we look after our own health. However around a third feel they need more information or knowledge to be able to self-care effectively. This is an area we will be looking at and where we hope our PPG can help us.

If you wish to read more the full *Data Analysis Report* is on the Practice website, or please ask at Reception.

Finally we must say "thank you" to the members of the PPG who gave up their time to conduct the survey, as well as all of those who completed questionnaires. g

Goodbyes

From Matt Edwards, Practice Manager

Dr Knight Retirement

It saddens us all here at the practice to bring you this news but after nearly 30 years at the practice Dr David Knight has decided to retire at the end of this year. His last day will be 22 December 2017.

Dr Knight has seen so many changes in the practice over the years he has been here and no doubt many of you will have either seen or been in contact with him during your visits to the surgery. I am sure, like the team here, he will be greatly missed by our patients. Dr Knight is not only a partner at the practice and a lead Doctor but he has also built strong relationships with his peers and patients alike.

I would personally like to thank Dr Knight for all the support he has provided me over the years; his knowledge and wisdom will be very difficult to replace.

I think everyone who has had contact with Dr Knight will wish him every success in his future endeavours and I think we would all agree that with over 30 years as a GP he deserves a well-earned break.

Good luck Dr Knight, have a long and happy retirement, and please come back and see us all whenever you can.

Purnima Gurung

I also bring the sad news that after working at the practice one of our nurses, Purnima Gurung (née Dave), has decided to leave to pursue other interests. Her last day was 18 August. Purnima was primarily responsible for doing diabetic checks and travel Immunisations. Purnima is going to take a break for a period and we wish her every success in her new ventures. She will be missed.

The practice is currently interviewing for a replacement nurse and we hope to have the post filled by the beginning of October. g

It's Flu Season Time

The 'flu season is rapidly approaching, and it's time to start thinking about having your annual 'flu vaccination.

Influenza is a serious illness and can be deadly for those at high risk (over-65s, and anyone with a long-standing condition like diabetes or heart disease). Unfortunately there are several types of 'flu virus and all the strains change very quickly from year to year. This is why, if you are at risk, it is very important to have a 'flu vaccination every year as protection against the most common of the current 'flu strains.

'Flu vaccine injections are expected to be available from the medical centre from Monday 25 September. For the younger age group we expect to have nasal spray vaccinations available from mid-October.

Those eligible for 'flu vaccination are:

- Children aged two to eight years (but not nine years or older) on 31 August 2017 [Note children in Reception Year (4-5 years old) and older will be vaccinated through their school, unless they are in an "at risk" group; please do not ask the Practice]
- Adults and children aged six months and over in an "at risk" group (eg. those with heart disease, diabetes)
- Pregnant women
- Those aged 65 years and over
- Those in long stay residential care homes
- Carers

Young people between 2 and 17 years of age who are at risk can have the injection, although the nasal spray vaccination is more effective for this age group.

If you in a high risk group it is very important that you have your 'flu vaccination. To check your eligibility for vaccination, and book an appointment, please contact reception.

Patient Experience Sharing

As patients we know it would often be helpful or reassuring to know something of what to expect before we undergo a medical procedure or treatment – after all it is human nature to be anxious at such times.

To help alleviate these concerns the PPG wants to create "helpful notes" of patients' experiences: hints and tips, dos and don'ts, and experience (including local knowledge) of various procedures and treatments (eg. hip replacement; insulin initiation, dialysis, chemotherapy). This could also include notes on what you need to take into hospital, as this can vary between hospitals.

These notes will then be edited, collated, and made available through the Practice website, and hopefully elsewhere, for everyone's benefit. All contributions will be anonymous.

Can you contribute to this project? If so, please write some notes (they don't have to be neat, tidy or in polished English), address them to Keith Marshall and leave them with Reception, or email them to barnabas.ppg@gmail.com. Please include your contact details in case we need to check anything with you, but these will not be published. g

Extended Hours

The Practice offers appointments, with a doctor or nurse, between 0730 and 0830 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 Scheme

Some pharmacies run a minor ailment scheme for common health problems like aches and pains, skin conditions and stomach upsets. If they do, the pharmacist will be able to assess your needs, give advice, suggest appropriate medicines, and refer you to a GP if necessary.

When pharmacies provide medicines as part of a minor ailment scheme, they are provided on the NHS. If you normally pay for your prescriptions, you'll have to pay for any medicines. If you're exempt from prescription charges you won't pay for the medicine. g

PPG Corner

Updates from our Patient Participation Group

Role of the PPG

As part of this year's patient survey we asked what you would like the PPG to do. From your answers it was clear that many don't fully appreciate the the PPG's role. Why should you? We should have communicated it more clearly.

The first point to make is that although we operate under the Practice's umbrella, the PPG has no responsibility for how the Practice runs nor for anything clinical. We are not medical professionals – like you, we are patients. This means that in order to protect patient confidentiality we are not allowed access to anything beyond the public areas. And we cannot insist the Practice takes any particular action – we can ask, cajole and moan but we cannot insist.

But that doesn't make us useless. Our role is an advisory and enabling one; it is to assist open and helpful communication between Practice and patients. In current NHS jargon, we're a critical friend to the Practice: representing patient views on planned and current services; suggesting new services; and highlighting where we believe improvements or changes are needed. We cannot insist that anything particular is done nor dictate where money is spent – that is the Practice's responsibility.

Where we can we work to help the Practice and patients for the benefit of all. For instance, we try to make the medical centre more friendly by running the book exchange and looking after the noticeboards, leaflets and magazines – which hopefully makes your time waiting more relaxing and frees up the admin team's time.

One outcome of the survey was that many patients would welcome more information to allow them to self-care. This is an area where we hope to be able to work with the Practice to deliver useful information and knowledge sharing. One first step in this is the **Patient Experience Sharing** initiative outlined on the previous page. Watch this space for more!

*Keith Marshall, PPG Chairman
Email me at barnabas.ppg@gmail.com or
leave a note for me with Reception.* g

Missed Appointments

Like everyone in the NHS we continue to see increasing demand and it is often a challenge to find appointments for patients who need to be seen urgently. Other than having more doctors and nurses, for which there is no funding, there are only limited things we can do to ease the pressures. On average we have six missed appointments a day, which if they could be used would make a huge difference to the appointments log-jam. So please:

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

And if you can book appointments online, you can also cancel them online!

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

Friends & Family Test

We would like to remind patients about the Friends & Family Test (FFT). Whenever you visit the Medical Centre for a consultation we would appreciate it if you completed a FFT card to tell us your opinion of our services.

If there are no cards available in the waiting area, please ask Reception. Please drop the completed form in the blue box.

Thank you! n

Next PPG Meetings

Tuesday 3 October
1400 hrs, St Barnabas Church Hall

Monday 4 December
AGM
1800 hrs, St Barnabas Church Hall

Strength and Balance Classes for Over-65s

By Janet Bettaccini

According to AgeUK, every minute 6 people over 65 suffer a fall. As part of the London Borough of Ealing's Falls Prevention Strategy, **Strength and Balance** classes, delivered in Ealing by StayActive4Life, are available across the borough to those over 65 who have a history of falls or loss of balance, have concerns about their balance and are at risk of falling, or simply wish to improve their strength and balance.

One hour classes take place over 10 consecutive weeks. If your GP refers you, the first 10 weeks are free and you can continue if you wish for a further 10 weeks free of charge. You can also self refer for 10 weeks free of charge. If you continue after this (as many do) it costs £3.50 per session. All the trainers are qualified and the programme is based on the OTAGO Exercise Framework. The sessions are hosted by MHA Ealing's "Live at Home" scheme and have been running locally for over two years.

Classes are at different levels depending on your ability and initial assessment. Following the weekly session many of the venues offer an optional light lunch, for which there is a small charge, and this chance to chat socially is really valued.

The nearest venues to our surgery are **Northolt Methodist Church Hall**, Harewood Avenue, Northolt (by the A40 Target Roundabout; there's plenty of parking) on **FRIDAYS from 1215 to 1315** or at **Greenford Methodist Church Hall**, Greenford Broadway (next to Greenford Hall) on **TUESDAYS from 1100 to 1200**.

Many class members at Northolt have been attending for 2 years and report feeling much better, having fewer falls, greater strength and flexibility, and being more confident and independent walking alone. Others attend following hip or knee surgery or a fracture. One participant in her nineties who'd had several falls, was referred by the Falls Prevention Team and now attends, really enjoys exercising to music from 1970's musicals and believes the exercises really help her.

You are welcome to drop in to view a session if you wish. If you think you might benefit from these light but very effective exercises, and enjoy the associated social aspects of meeting regularly, have a word with Reception who can pass your request to your GP – or you can just refer yourself!

For further information please telephone 020 8813 0519 or e-mail ealingliveathome@mha.org.uk.

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)

Pharmacy Assistant & Care Plan Advisor

Pareesh Virji (m)

Health Care Assistant

Kalyan Goli (m)

Practice Manager

Matthew Edwards

*** **

Patient Participation Group

Chairman: Keith Marshall
020 8864 7993

barnabas.ppg@gmail.com

*This newsletter is a joint production of
Barnabas Medical Centre and the
Barnabas Patient Participation Group.
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**No longer need your appointment?
Can't get to your appointment?
Then please tell us!**

**Do you need this in
large print?
If so, please ask at
Reception**