

# Barnabas Bulletin

Newsletter of the Barnabas Medical Centre

Issue 20, December 2017

## Farewell to Dr Knight

As you are all aware Dr Knight is retiring at the end of this year.

After nearly 30 years at the practice I think you would all agree that he deserves to put his feet up and just relax.

I was going to write about Dr Knight and how good a Doctor he is and how much we are all going to miss him *etc.* ... but to be honest in the past few months so many patients have voiced their gratitude and appreciation of Dr Knight and their sadness in him leaving, I really do not need to say much at all.

The team here at Barnabas will miss him terribly and we have a massive pair of boots to fill.

Below is a little poem to say goodbye which I hope you all enjoy.

**A Doctor's life has been a long routine,  
Now it's time to change your scene.  
The journey lasted so many years  
Now get ready for some cheers.**

**You have done, a top notch job,  
We shall miss you, we may even sob  
Freedom will be something new  
You'll even enjoy a brand new view.**

**We're happy for you, that you're done  
Try new hobbies and have some fun.  
No more thoughts about employment  
Take it easy and enjoy your retirement**

From all the partners, staff, patients and everyone else who has been in contact with Dr Knight over the last 30 years at the Barnabas we all say

**Have a wonderful retirement Dr Knight and do not be a stranger.**



**You thoroughly deserve it.**



## Christmas & New Year Opening

**The Practice will be closed on  
Christmas Day (Monday 25  
December), Boxing Day (Tuesday 26  
December) and New Year's Day  
(Monday 1 January).**

We will be open during our normal hours on all other weekdays over the festive period.

Please check that you will have enough medicines for the holiday period.

**If you need a repeat prescription  
please request it no later than  
Friday 15 December.**



**We're changing how you  
can request your repeat  
prescriptions. Watch out  
for an announcement in  
January.**

**Don't need your appointment?  
Can't get to your appointment?  
Then please tell us!**

## Role of a Practice Manager

*The role of the Practice Manager is largely unseen, and often misunderstood, by patients. Matt Edwards talks about what the role actually involves ...*

For those of you who do not know me, my name is Matthew Edwards and I have been the practice manager at Barnabas for nearly four years.

Before I started here I was the Assistant Practice Manager at Mattock Lane in Ealing for 18 months; and before that I was a data analyst for a pharmaceutical market research company for over 24 years.

The role of the practice manager is basically to make sure the day to day activities at the practice run smoothly and all policies and procedures are in place. It is a very challenging role especially with the ever changing landscape of the NHS and the healthcare industry in general.

As the practice manager my role means I have to look after:

- Practice premises, safety, security and standards
- GP, staff and patient wellbeing
- HR (what used to be called Personnel) and general staff management
- IT and clinical systems lead
- Practice finances: have the NHS paid us; have we paid the bills?
- Payroll
- Recruitment
- Employer insurance and GP indemnity
- PPG lead for the Practice
- Practice policies and procedures
- Governance
- Equipment: do we have what we need, is it maintained and tested?
- Complaints handling
- Plus, of course, the inevitable odd jobs, like unblocking the toilets.

And I make a fantastic cup of tea, or so I have been told.

In a reasonable sized company there would be specialist people to do each of these things; in most GP practices there is one person to cover it all: the Practice Manager!

All the above would not be possible for me to do without the support of the GP Partners and most of all the support and dedication I have from the amazing team we have here at the Barnabas – they are with a doubt some of the

most professional and committed people I have ever had the privilege to work with and we should all be very proud and lucky to have them here.

I will admit that sometimes there just are not enough hours in the day to do everything, so time management is very important; and I try on a daily basis to do this, but not always successfully, as you can imagine.

As patients it is important for you to speak to us, or the PPG, and tell us not just what we are doing wrong, but also what we are doing right.

I thank you for your time and I hope this gives you all a little insight in to the role that I do here. g

### Blood Tests at Wadham Gardens Clinic

While the Practice offers a blood test service, some patients find it more convenient to use the service at Wadham Gardens Clinic (aka. Greenford Green Health Centre).

Our Intelligence Officers tell us that **from Tuesday 2 January blood tests at Wadham Gardens Clinic will be a walk-in service** and you will no longer need to book an appointment. 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! g

## PPG Corner

*Updates from our Patient Participation Group*

### PPG Annual Report

Only a brief note to say that my report on the PPG's activities over the last year is now available, and I will be presenting it to PPG members and the Practice at our AGM on 4 December. A copy of the report is on the Practice website and on the PPG noticeboard in the waiting area.

It has felt like a quiet year for the PPG, but we have done much to help the Practice and patients: from running the annual patient survey, through managing this newsletter, to looking after the book exchange, the noticeboards and the magazines. And as you will see elsewhere in this issue we are looking for your input on patient experiences and "hints and tips" for those embarking on particular treatments – please do contribute!

As always we could do much more, but to do so we need more active members – which is your opportunity to come along, help us and give something back to the community.

*Keith Marshall, PPG Chairman*  
*Email me at [barnabas.ppg@gmail.com](mailto:barnabas.ppg@gmail.com) or leave a note for me with Reception.* g

## Book Exchange

*from Noreen Marshall*

The Practice's Book Exchange has been running successfully since 2014. It was set up by the PPG for the benefit of patients and staff, and runs entirely on donations – the bookcases, the books, the hours spent tidying up the books and changing the stock so that we get more variety. Special thanks to all those who have made this possible.

The idea is to encourage more reading in every age group and to give free access to more books, particularly for anyone on a limited income. As regular users will know, borrowing the books is encouraged, but please bring them back or give us some different ones in their place. All sorts of books are popular, from historical romances to football annuals, though the most wanted categories are still children's books and cookery books.

Donations are very welcome: please hand them in to Reception, but please avoid giving us anything religious, political, medical, or of a dubious nature. Please continue to enjoy the books, but don't miss your appointment! g

## Elves for Alzheimer's

*Angela, our Reception Manager is raising money for the Alzheimer's Society ...*

*Dear All*

*I am walking the Elf Memory walk on Saturday 9 December. I will be walking 5km dressed as an elf in the name of dementia.*

*If you would like to help us try to make a difference and would like to sponsor me (no obligations) the link for my just giving page is below.*

*Huge thanks for your time.*

*Angela*

You can help Angela Hemingway raise money for this great cause by donating directly to her JustGiving page at <https://www.justgiving.com/fundraising/mw295962>.

JustGiving sends your donation straight to the Alzheimer's Society and automatically reclaims Gift Aid if you are a UK taxpayer, so your donation is worth even more.

Thank you for your support! 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

## 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

## 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; chemotherapy; dialysis). 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](mailto: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

**2018 PPG meeting dates coming soon – watch the PPG noticeboard in the waiting area.**

## 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. 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)  
Karen Collett (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](mailto:barnabas.ppg@gmail.com)

*This newsletter is a joint production of  
Barnabas Medical Centre and the  
Barnabas Patient Participation Group.  
© Barnabas Medical Centre, 2017.*

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