

Barnabas Bulletin

Newsletter of the Barnabas Medical Centre

Issue 21, March 2018

Changes to Repeat Prescription Process

The Barnabas Medical Centre alongside other GP practices within the North West (NW) London Clinical Commissioning Groups (CCGs) has been asked to reduce waste associated with repeat prescribing. This is also a national NHS programme.

The aim is for every patient who can request their own repeat prescription direct from their general practice to do so. As a result ...

Pharmacies will no longer be allowed to request repeat prescriptions for patients

Patients must request their repeat prescriptions from the Medical Centre. (There may be a small number of exceptions to this –see below.)

As a practice we are fully aware some patients may not be in a position to order their repeats. Being at the forefront of patient care and constantly improving patient experience, as a practice we will make allowances for such patients, which will be on an individual needs basis. A good example could be some lonely, elderly patients who are housebound and may not have IT skills to order repeats on-line. This group will be able to order repeats via their pharmacies, and their patient notes will reflect this information enabling them to do so.

Nobody knows which medicines a patient is running out of better than the patient or their carer. NW London CCGs think that if people request their own repeat prescriptions direct from their general practice, it will help to reduce waste.

When a pharmacy requests repeat prescriptions on a patient's behalf the pharmacy staff may not always know how much of each medicine the patient has left. If everything that is prescribed is dispensed, without ascertaining precisely what the patient has and has not run out of, waste would be expected. Data on non-adherence

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Open Forum Meetings

Our Patient Participation Group (Barnabas PPG) are pleased to announce that they will be hosting a series of **Open Forum Meetings** during the year.

Initially three sessions are planned for 1300-1400 before the normal Tuesday afternoon PPG meetings on 10 April, 5 June and 2 October.

Our idea is to have an invited speaker to talk about a particular aspect of healthcare and answer questions from the audience.

Everyone is welcome: patients, carers, and Practice staff.

The first session is:

Understanding Your Medicines: What, Why, How



**with Barnabas's Clinical Pharmacist,
Paresh Virji**

**Tuesday 10 April, 1300 hrs,
St Barnabas Church Hall, Raglan Way**

(Tea/coffee will be provided; bring your brown bag lunch if you wish)

In June – for **PPG Awareness Week** – we hope to have speakers on Self-Care, Paramedics, and The London Air Ambulance.

**Do come along: this is your
opportunity to find out those
things you always wanted to
know, but didn't like to ask.**

Repeat Prescriptions

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support this: NICE (the National Institute for Health and Care Excellence) states that between a third and a half of medicines that are prescribed for long-term conditions are not used as recommended. Stockpiles of medicines in patients' homes increase risk, especially to children who live in or visit the patient's home.

The best way to request your repeat prescriptions is if you access the on-line facilities at the practice through our website. From there you can request your repeat medication directly.

If you are not currently registered for on-line services, you can do so the next time you attend the practice, by bringing some photo ID and asking reception to register you.

PlusBus for Health

Ealing Clinical Commissioning Group (CCG) have announced **PlusBus for Health**.

The service, operated by Ealing Community Transport (ECT), provides community transport services, to enable older and disabled residents, who would not otherwise be able, to come to the GP surgery to attend their health appointments.

Following a pilot, **PlusBus for Health** now operates throughout Ealing for all GP practices. The service is funded by Ealing CCG, and is free for GPs and patients to use.

Through work in the community, ECT identified that access to transport is one of the biggest barriers to regular engagement with healthcare for lonely and isolated individuals.

The service aims to reduce the number of GP house calls and missed appointments, while improving the wellbeing of patients, by offering them an opportunity to leave their homes and meet new people.

PlusBus for Health can help patients if they either cannot safely get to the GP practice on their own, and have limited access to support from friends and family; or if they need transport for clinical reasons due to disability, lack of mobility, or other health problems.

If you have a need to use **PlusBus for Health**, please talk to Reception in the first instance.

Use It, or Cancel It!

The NHS is under tremendous pressure in terms of both the money and the people to meet the needs of patients. This pressure is being made worse by the number of appointments which are missed because patients just don't turn up. It is a problem for both hospitals and GPs.

GPonline magazine's 2015 poll estimated that 14 million GP appointments are missed every year. Similarly in 2016/17 almost 8 million hospital outpatient appointments were missed. Overall that means one in four of us miss an appointment each year.

The total cost of this is estimated at around £1billion – or £1 of every £100 the NHS has to spend. That's a disgraceful waste of money when many of the poorest in our society are trying to live on just £1 a day.

GPs do work hard to meet the needs of their patients and make it as easy as possible to see your doctor. But patients must do their bit too: by telling their doctor if they need to cancel or rearrange their appointment.

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!

The knock-on effect of someone missing their appointment is that other patients cannot get to see their GP and may choose to go to A&E instead, often unnecessarily, and this puts pressure on the hospitals. It is estimated that over 9 million patients a year are sent home from A&E with just guidance and advice, which could have been obtained more conveniently from a pharmacist or by calling 111.

**Pharmacists can help with many common conditions and NHS 111 is there to give advice and signpost you to the right part of the NHS.
Please use them!**

PPG Corner

Updates from our Patient Participation Group

New!! – Open Forum Sessions

As I write this it is bitterly cold and there is snow on the ground – something we have become so unaccustomed to in London. One good thing about this, though, is that hopefully the cold will help to contain some of the nasty bugs – including flu – which are circulating. And this is being a bad year for flu, although, after a sharp spike in cases in early January, the numbers do seem to indicate the worst may be over. That's good news for those of us deemed to be at risk.

Quite a few PPG members have long-term conditions, others are NHS (or former NHS) workers and some, like me, are scientists. This is why we take an interest in healthcare. We use the services, so are in a good position to help monitor them from a patient perspective; and of course in doing so we are giving something back to the community and to the NHS which is looking after us.

But we all know that it is important to look after our own health (so-called Self Care) and not rely solely on the NHS. To do this we do

need help and information – as you told us in last years annual survey. That's one reason the PPG are launching a series of occasional Open Forum sessions.

These Open Forums are there for you to come and ask questions of a particular specialist, as well as hear something of the work they do. The first session on 10 April (see the front page) is with our Practice Clinical Pharmacist, Paresch Virji, who will talk about his role helping patients take the right medicines, in the right dose, at the right time. This is especially important as it is estimated up to half of prescribed medicines are either not taken or are taken wrongly. That is not just wasting NHS resources but also means patients are not getting the full benefit of their treatment.

The Open Forums are your opportunity, so do come along on 10 April, and bring your questions.

If the initial few Open Forums are a success we will organise more, and we will try to vary the times and days to provide everyone with the maximum chance to attend.

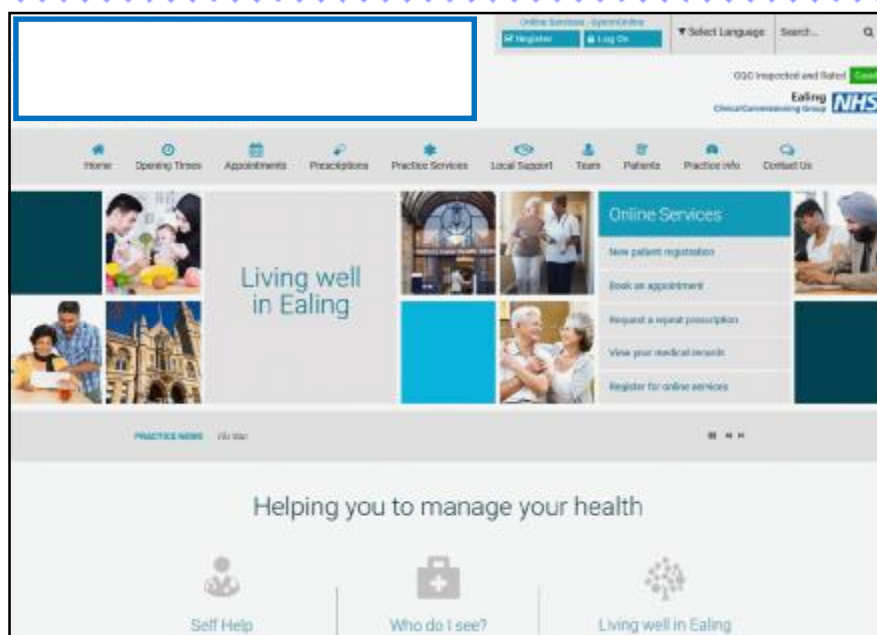
Keith Marshall, PPG Chairman

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

Thank You!

from Dr David Knight

I would like to thank all the many patients who gave me cards, presents and best wishes when I retired at the end of December. I was very moved by the kind words from so many of you. Having worked at the surgery for 29 years I felt it was time for a change but I will miss the other doctors, staff and patients I have known during my time there. May I wish everyone a happy and healthy new year.



An example of the new website design

Coming Soon! New Practice Website

Ealing CCG are rolling out a new website design for all GP practices in the borough. It is a more up-to-date design than our current website, easier to use, and will contain much more information on how and where to find help. After months of testing, the rollout to all Ealing GP practices started at the beginning of the year.

We hope to have our new website live in April. When available our PPG hope to run some demonstration sessions of the new site and our online services in the waiting area. Watch out for more information!

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 calm these concerns the PPG is creating “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; audiology). 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 on the new 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.

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 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.

Friends & Family Test

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!

Repeat Prescriptions

Please remember it takes 2 working days from requesting 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.

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: 0830-1800

Pre-booked appointments are also available Tue, Wed, Thu 0730-0830

Phone lines are open
Mon-Fri 0845-1745

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 Harpreet Kooner (m)
Dr Harjeet Bhatoa (f)
Dr Stéphanie Bihoreau (f)
Dr Sonya Jey (f)

Practice Nurses

Henny Shanta (f)
Anna Wan (f)
Karen Collett (f)

Health Care Assistant

Kalyan Goli (m)

Clinical Pharmacist & Care Plan Advisor

Paresh Virji (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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**Need large print?
Please ask Reception**

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