

# Barnabas Bulletin

Newsletter of the Barnabas Medical Centre

Issue 22, June 2018

## New Practice Website

In early May the practice launched its new website. If you have not already checked out the new site, please do. It is an improvement from the previous site and has new features such as up to date local community contacts and also a "who do I see section" (I will be explaining this all in more detail in a minute).

Ealing CCG has obtained funding for the next 4 years and each of the 76 practices in Ealing either have the new website live or are waiting to go live. The idea is that no matter where you register in the borough, when you go to a practice website it should be easier for you to navigate as they are all using the same functionality and look.

Of course we have some areas that we can add our own Barnabas practice information, like our current services, and Patient Participation Group activities and events.

As stated earlier here are some of the features which we hope you will all use and enjoy.

To get onto the website itself could not be easier, from your search internet page type in "Barnabas Medical Centre Northolt" and we will appear, or you can go direct to <https://www.barnabasmedicalcentre.co.uk/>. A screen shot of the main page is below.



## PPG Awareness Week, 4-9 June

Our Patient Participation Group (PPG) have a number of activities planned for PPG Awareness Week:

### Tuesday 5 June

**1400:** Come along and find out about the work of **London's Air Ambulance** (in St Barnabas Church Hall).

**1500:** Regular PPG Meeting (also in St Barnabas Church Hall).

### Wednesday 6 June

**0900-1200:** PPG Members will be in the waiting area meeting patients, providing information and answering questions.

### Thursday 7 June

**0900-1200 & 1400-1700:** PPG members will be in the waiting area running the annual patient survey.



## Annual Patient Survey

Volunteers from our Patient Participation Group (PPG) will be running our annual patient survey during June.

This survey is your chance to tell us how we are doing and what you would like us to do differently. It is our most valuable source of information when we are planning the Practice's future.

Expect to see PPG members in the waiting area, asking patients to complete the survey on Friday 1, Thursday 7, Wednesday 13, Tuesday 19 and Monday 25 June between 0900-1200 and 1400-1700 – and possibly at other times.

You may also take part in the survey by picking up a questionnaire from the Practice or downloading the form from our website.

We hope to print a summary of the results in the next issue.



## Who do I see?

For information on how best to be seen at the Surgery, select the service or condition you require.

Select a condition



If you click on any of the links they will take you to loads of information on the practice and also local services.

Here you can also order your repeat prescriptions, book appointments and view your detailed coded record.

If you are feeling unwell and are not sure who you should see, you can always use the "who do I see" facility (shown above) under "helping you manage your health".

Simply select a condition (if it is listed) and it will guide you to either the practice or other local services such as pharmacies and Ealing community groups.

We will also post "practice news" on the main page; this will scroll across the screen. We will put useful information such as when flu season vaccination starts or upcoming PPG events.

Any questions on the new website please come into the practice and ask the staff.

We are hoping to do some demonstrations on the new website during PPG Awareness Week on a laptop.

As a practice we urge ALL our patients to request access to the site, just come into the practice with proof of ID such as a photo id and we can print off the details of your account there and then.

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

## Early Morning Appointments

Appointments are available with a doctor or nurse, between 0730 and 0830 hrs on Tuesday, Wednesday and Thursday mornings. These are **pre-booked appointments** and intended to help those needing to get to work.

The Practice opens early only for patients who have a pre-booked early appointment. The doors are open to everyone as usual at 0830 and the phones at 0845.

## Friends & Family Test (FFT)

When you visit the Practice for a consultation, it would help us if you fill in a FFT card. This is a very simple way to give us your feedback.

Forms can normally be found on top of the cupboard behind the self check-in screen; if there are none, please ask Reception. Please drop the completed form in the blue box.

You can now also complete the FFT form online on the Practice's new website at <https://www.barnabasmedicalcentre.co.uk/practice-info/friend-and-family-test/>.

Thank you!

## Repeat Prescriptions

If you are registered for our online services you can request your repeat prescription online.

Please remember it takes two working days from requesting a repeat prescription to it being ready for collection. This is to allow time for a doctor and/or our Clinical Pharmacist to check it and update your records.

If you are registered for electronic prescriptions, the prescription will go direct to your nominated pharmacy and cannot be collected from the Practice.

## Farewell to Dr Bihoreau

It is with great sadness that Dr Bihoreau is leaving the practice at the end of June to pursue another role of teaching new doctors, which she is very passionate about. It was a very hard decision for Dr Bihoreau and as a practice we can fully understand her decision. I think we can all agree that we will miss Dr Bihoreau and we wish her every success in her new endeavours.

## PPG Corner

*Updates from our Patient Participation Group*

### NHS is 70

The NHS is 70 on 5 July this year. However much we may complain about what the NHS does and doesn't do, how it does it, and how much it costs, overall it does a huge amount of outstanding work.



Naturally, when you do the amount of work the NHS does, there are going to be a few mistakes – it's inevitable – and of course they can be tragic for those involved. But no-one sets out to deliberately make these errors.

In my view – and this is very much my personal view – the NHS's clinicians are almost invariably excellent and do some outstanding work. But all too often (no, not always) they are let down by poor management and poor administration – oh and by politicians!

So next time you are moaning about the NHS, as you will and as I will, stop and reflect on how many of us would not be here now if it was not for the NHS. And when you do get good care, as you also will, make sure you fill in a Friends & Family Test or give positive feedback in some other way.

What we are doing as a PPG is working to help make the NHS better, for everyone, but especially for our Practice in our little corner of the NHS. In current parlance we have to be a "critical friend", not shrinking from pointing out when things could work better, but doing so in a constructive, positive, sensitive and thoughtful way – and, of course, to provide positive feedback when that's deserved.

And if we can keep doing this, we will continue to make a difference! So let's keep going and make the NHS at 100 our proud legacy!

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

## Role of Clinical Pharmacist

Clinical Pharmacists are highly qualified health professionals, trained over many years as specialists in drugs and how they work. Indeed they may know more than your GP about the drugs you are prescribed.

The Clinical Pharmacist's role is to work with both the patients and the Practice team to ensure your medication is appropriate and working well for you. Working with you they can adjust your medication if necessary, for instance by ensuring you are prescribed a liquid form of the drug if you have a problem swallowing large tablets.

Similarly the Clinical Pharmacist can advise the GPs and nurses on, for instance, the interaction between combinations of drugs.

Here are a few more examples of how a Clinical Pharmacist may help.

**Long-term conditions.** If you have a condition like asthma, type 2 diabetes, arthritis or high blood pressure, the Clinical Pharmacist can discuss the medicines you're taking to be sure they're working for you – for instance, does it matter at what time of day you take them? They can also advise you on lifestyle changes to help you manage your condition.

**Experiencing Side Effects.** If you are experiencing side effects from your medicines, the Clinical Pharmacist can work with you to find a solution, such as changing your medicine or the dosage. If you are taking a number of different medicines, the Clinical Pharmacist can help make sure they work well together and adjust them if not.

**Reviewing Your Medicines.** If you are taking long-term medication, you should have a review at least once a year. The Clinical Pharmacist can review your medicines (so taking pressure off GPs), discuss how they work for you, and do health checks such as taking your blood pressure. They can also arrange for you to have blood or other tests.

**After a Stay in Hospital, or an Outpatient Appointment.** If your medicines have been changed by the hospital consultants, and especially if you see several consultants, your prescribed drugs may conflict. The Clinical Pharmacist can not only explain any changes but also ensure the drugs prescribed are compatible. This is especially important for the elderly and those in care homes, who are likely to be on a variety of medication.

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

### **Strength & Balance Programme**

StayActive4Life and MHA with Ealing Public Health deliver Ealing's Strength and Balance Programme. This is designed specifically to prevent falls (and hospital admissions) and boost recovery, especially amongst older members of the community.

It consists of a set of muscle strengthening and balance retraining exercises. All the exercises are individually prescribed and increase in difficulty. Many of the exercises are quite basic and you will be shown how to do them safely at home. There are often fun exercises too.

Classes at different levels are offered as adults who have recently fallen, or had surgery, will have very different needs from active older adults whose physical function has only slightly declined. Classes are designed so that everybody can benefit and improve their strength and balance, and remain active for as long as possible.

Muscle strength and balance are crucial in helping people retain mobility and independence as they get older, reduce their risk of falls and keep them doing daily activities. In England, around a quarter of adults over 60 and almost 40% of the over 80s report a fall in any year. Falls cause an estimated 95% of all hip fractures – which cost the NHS over £1 billion a year and can be life threatening for the elderly. Only a minority of hip fracture patients completely regain their previous mobility, and many require long-term care.

It is important to strengthen muscles throughout life. Peak muscle mass is often in your 20s, and from the age of 40 we lose around 8% of muscle mass every 10 years – and double that from the age of 70.

The Strength and Balance Programme is not gym-based (most sessions are held in church hall type venues) nor is it a sweat-raising programme. When you first join a programme, you will be asked the usual questions about your health so you can be given appropriate exercises. Many groups have regular participants and become social groups as well.

If you feel you would benefit from a Strength and Balance Programme you can be referred by your GP or you can self-refer; the initial sessions are normally free (depending on Ealing Council's funding) after which you can continue for a small charge. You should expect to commit to attending a programme of usually 10 sessions.

For more information talk to your GP. Our nearest classes run on Friday lunchtime (1215 to 1315) at Northolt Methodist Church Hall.

### **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: 0830-1800

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

Phone lines are open  
Mon-Fri 0845-1745

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#### **Out of Hours**

For urgent healthcare outside surgery times please call 111

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#### **Repeat Prescriptions**

Repeat prescriptions must be requested in writing or online. They will normally be ready for collection after two working days.

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#### **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

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#### **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.*

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