

Barnabas Bulletin

Newsletter of the Barnabas Medical Centre

Issue 23, September 2018

Vaccination Update

Flu Season

Yes it is that time of year again, it comes around so quickly.

It is important to have your flu vaccination

The eligibility criteria for this season's campaign are below, so please read on ...

Over-65s

If you are over the age of 65 you are eligible for the aTIV (trivalent) vaccination this year. However, due to a supply issue, the Practice is unable to give this vaccination and you will need to go to your local pharmacy, or the pharmacy in a large supermarket, to receive your flu jab – it is still free of charge. Everyone eligible should have received a letter from the Practice informing them of this. The letter has a return form on the back; this form is for you to tell us that you have had your vaccination. Please drop the form back to us when you get your flu shot, or if you do not wish to receive one, so we can update your medical records.

The Practice sincerely apologise for this issue.

Other Adults

Patients aged 18 to 65 years and who are in the following risk groups will be given the quadrivalent vaccination. Please contact the practice to book your appointment. Risk groups are:

- Asthma & COPD (respiratory disease)
- Chronic Renal & Heart Patients
- Liver, Stroke & Neurological disease
- Diabetes
- If you are pregnant
- If you are a carer
- Low immunity
- Morbidly obese (BMI over 40)

Children

Children aged from 2 but less than 18 years are recommended to have a live attenuated quadrivalent vaccine (LAIV). Again please call reception to book an appointment.

Flu Clinics

The practice is also planning a walk in clinic for flu vaccination on a Saturday morning during October (date to be confirmed) for those aged 18 to 65 and children. Please either speak to reception to book an appointment or watch out for an announcement of the walk-in Saturday clinic.

Meningitis B

Meningitis B vaccination is now being offered to all babies born after the 1 July of this year. This is a series of three injections at 2, 4 and 12 months. Parents of eligible babies should make an appointment with reception.

Meningitis ACWY

Meningitis ACWY vaccination is being offered to 17 and 18 year olds, plus all first year university students (up to age 25) from 1 August of this year. This vaccine protects against the four A, C, W and Y groups of the meningococcus bacteria which are highly dangerous and contagious, especially for those living in close contact such as at university. Please speak to reception to make an appointment.

Shingles

Vaccination against Shingles is available from the Practice. Patients will receive a letter just before their 70th birthday advising that they are eligible for the vaccine. Anyone over 70 who has not yet received their vaccination should please contact the Practice to book an appointment. Shingles can be nasty, and very painful, so is best avoided.

Pneumococcal Vaccination

Anybody aged 65 and over, babies, and patients in the risk group will also be offered the pneumococcal vaccine. For adults this is usually a one-off injection. The risk groups are mostly the same as for the flu vaccine.

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Healthcare for College and University Students

When you move away from home for the first time it is important you take care of your health, including registering with a new GP. Here are a few health tips from the NHS for new students.

Register with a Local GP. Most students spend more weeks of the year at their college address than family home, so you should register with a GP near your college address as soon as possible. The health centre attached to your college or university may be the most convenient, but you can register with any GP. That way you can access health services quickly and easily while at college. This is especially important if you have an ongoing long-term condition like asthma, diabetes or epilepsy.

If you are unwell or need other medical treatment when you're at home or not staying near your university GP, you can contact the nearest practice to ask for treatment. You can receive emergency treatment for 14 days; after which you will have to register as a temporary resident or permanent patient.

You can also visit an NHS walk-in centre or minor injuries unit. These provide treatment for minor injuries or illnesses such as cuts, bruises and rashes; but they are not designed for treating long-term conditions or immediately life-threatening problems.

Register with a Dentist. Dental problems can't be dealt with by doctors, so make sure you register with a local dentist.

Check your Vaccinations. Meningitis ACWY and flu vaccination are covered on page 1.

Universities and colleges advise students to be immunised against mumps as it can spread quickly in a student community. The MMR vaccine (for mumps, measles and rubella) is part of routine NHS childhood immunisation, so most young people who've grown up in England will have had two doses of MMR in childhood. If unsure, check with your GP.

Get Contraception. Even if you don't plan to be sexually active while you're a student, it's wise to be prepared. Condoms and other contraception are free to both men and women from any GP or family planning clinic.

Rest and Eat Healthy Food. Student life is not known for early nights and healthy eating, but getting both will mean you have a better chance of staying healthy and feel better equipped to cope with studying and exams.

Mental Health. Mental health problems are as common among students as in the general population. And it's not just students with a diagnosed mental health condition that can benefit from counselling.

Many difficulties are not caused by medical problems, but by normal life events like work anxiety or relationship issues. Counselling can help you understand your feelings and suggest strategies for dealing with them.

Feeling down, anxious or stressed from time to time is normal, but if these feelings affect your daily activities, your studies, or don't go away after a couple of weeks, get help.

Signs of depression and anxiety include:

- feeling low
- feeling more anxious or agitated than usual
- losing interest in life
- losing motivation

Some people also:

- put on or lose weight
- stop caring about the way they look or about keeping clean
- do too much, or too little, work
- stop attending lectures
- become withdrawn
- have sleep problems

It is important to talk first to someone you trust, and if the feelings persist go on to talk to your GP or college counselling service.

Whatever you do, please don't resort to excessive alcohol, tobacco or drugs – they are only likely make the problem worse.

Treatment Costs. Not all NHS treatment is free, but you may be able to apply for help with health costs, including prescriptions and dental care.

And finally ... It is important that, as well as studying, you enjoy student life as it can be one of the most formative periods in your life.

There's more information on NHS Choices at <https://www.nhs.uk/live-well/healthy-body/getting-medical-care-as-a-student/> and <https://www.nhs.uk/conditions/stress-anxiety-depression/student-mental-health/> – use the QR codes below.



Annual Patients' Survey Results

Our annual survey of patients is the most valuable information we have for reviewing our performance and planning the Practice's future. Once again this year we have to thank the volunteers from our Patient Participation Group (PPG) for conducting the survey for us.

Over the five survey days in June, we collected 314 completed questionnaires. That's 3.3% of our registered patients and a sound basis on which to plan. Here are the headline results:

The first survey question was the Friends & Family Test (FFT) where 91% of patients say they are "Extremely Likely" or "Likely" to recommend the Practice. This has been stable over the last few years and is now better than the result for both Ealing and England.

Moreover 86% say the service is the same or better than it was two years ago.

One-third (33%) say they already request repeat prescriptions online (up from 26% in 2017) while another 36% would like to.

Almost a quarter (23%) say they already book appointments online (up from last year's 18%), with over a further half (53%) saying they would like to. However 81% say they still book appointments by phone, at least sometimes.

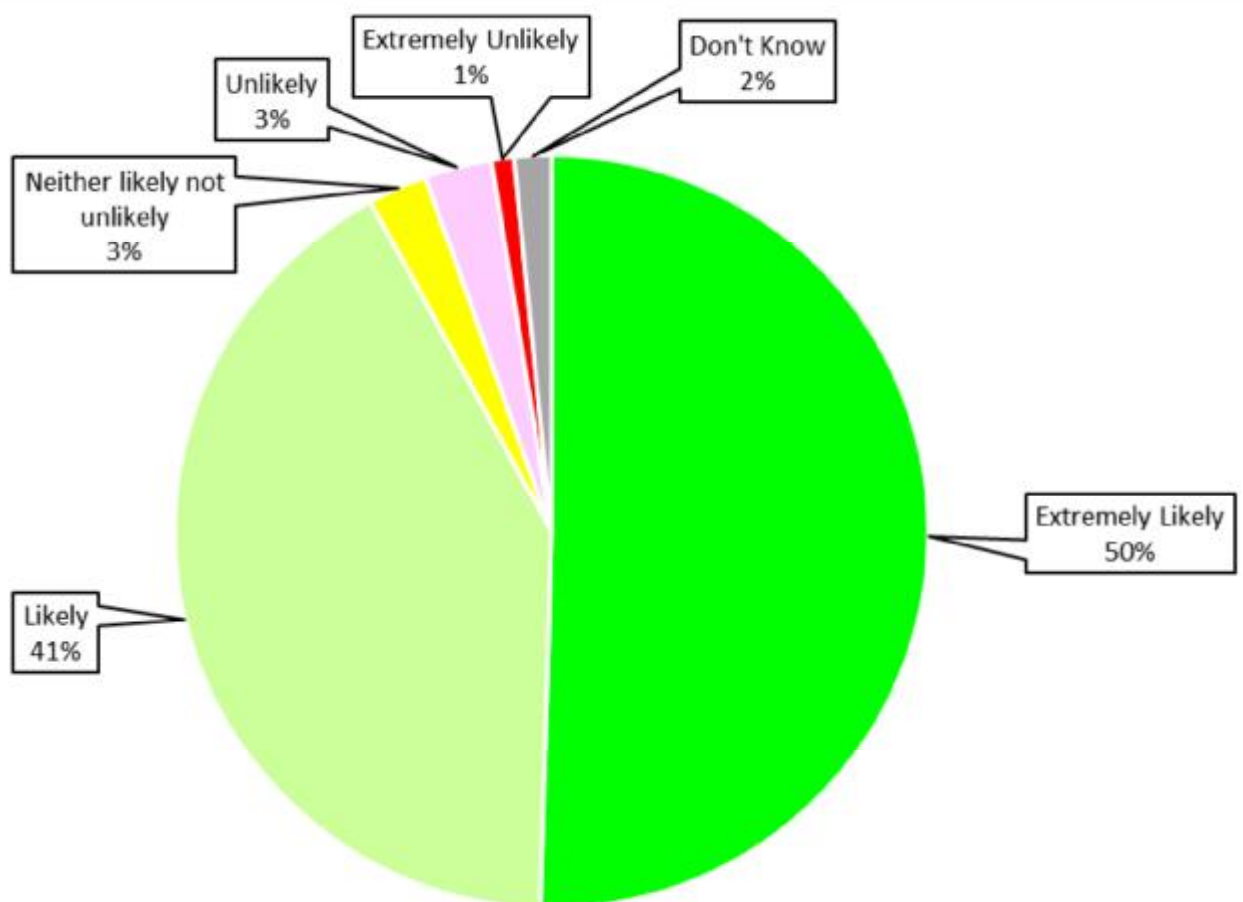
When it comes to alternatives to a face-to-face appointment, over three-quarters (78%) of respondents would like the option of having a telephone consultation. This is a facility we have offered for some time, and will continue using where appropriate – doctors can often have two or three phone consultations in the time it takes to physically see one patient.

Reading the many comments, a third (33%) of patients think the waiting area is OK while rather more (44%) suggest it needs refurbishment in some form. This is something we are looking at.

Excluding charges and fines (which are not permitted) text messages were the most often suggested way to reduce missed appointments.

Again this year, your biggest gripe is the difficulty in getting an appointment. We understand this and Reception do try hard to give appointments as soon as they can. Currently we have a number of pressures which are not helping, but which we hope to resolve shortly.

Over the coming weeks we will be looking more at what actions to take and discussing them with the PPG. We hope to bring you more in the next *Barnabas Bulletin*.



Would you recommend the Practice to friends and family?

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

PPG Corner

Updates from our Patient Participation Group

Helpful but Unknown NHS Websites

One of the things the PPG does is to represent you and bring back information. Consequently we are often invited to NHS surveys and consultation events.

We're volunteers, so we aren't able to take part in them all, but at the end of August PPG member Ewa Siwiec represented us at a NW London NHS workshop, which was one of a series looking at possible innovations aimed at improving patient experience and quality of care (and thereby saving the NHS money!). One thing Ewa brought back was information on two NHS websites which are not at all well-known:

Get medical help near you, <https://111.nhs.uk>. I was totally unaware of this online version of the NHS111 service which could save you a phone call and the wait for a call-back. The site steps you through a series of questions, each clearly built on the earlier answers, and ends by giving a recommended course of action. I tried it out, albeit with something fairly trivial, and did get the correct answer, although there were a couple of additional questions I felt should have been asked.

The second website is one of which I was already very vaguely aware. The **NHS Apps Library**, <https://apps.beta.nhs.uk>, is a collection of NHS approved (mostly smartphone) digital tools to help you manage and improve your health. The site and many of the tools are still in beta (test) mode, but there are already over 70 apps listed covering everything from diabetes management, through baby & child first aid to a walking tracker. Some of the apps are aimed at specific regions of the country and some require a subscription, but most are widely relevant and free.

Many thanks to Ewa for attending the workshop and for the useful feedback.

Keith Marshall, PPG Chairman

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



Use these QR codes for quick access to the above websites via your smartphone.



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 Elizabeth Fong (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

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