

Barnabas Bulletin

Newsletter of the Barnabas Medical Centre

Issue 24, December 2018

Annual Patients' Survey Feedback

We promised you feedback on the top concerns raised in this year's survey.

You said you wait too long to be seen past your appointment time. We all understand this. While the doctors do their best to keep to time, inevitably some patients really need more than the scheduled 10 minutes, and sometimes there is an emergency which has to be managed. Keep in mind too, that when you do get seen you too will get as much time as you need, and if that is 20 minutes then the patient(s) after you will be seen even later! None of us likes the 10 minute restriction, but increasing the allotted time to even 15 minutes would mean one-third fewer appointments to go round.

Many of you are unhappy with the availability of next day appointments.

Every GP practice has a challenge with booking appointments, and there is no single good way – if there were we would all be doing it! Our experience is that the way we work is overall best for our practice and patients. The practice is actively looking to appoint an additional salaried GP to join the team. Reception will always do their best to find you the earliest available appropriate appointment.

You also told us, in a variety of ways, that the waiting area needs refurbishment. We agree, and in fact we have a plan for a total redesign and rebuild of the waiting area, including replacement of the current seating. NHS funding for the rebuild has been applied for and we hope to know the outcome in the next couple of months. If we are successful then work should happen next year. We are also working on plans to redecorate the whole interior of the medical centre and to upgrade the telephone system.

Many thanks to everyone who took the time to complete the survey as your opinions matter to us. Also a huge thank you to the PPG team who took time out to help us carry out the survey.

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Christmas & New Year Opening

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

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 14 December**



Self Care Factsheets

One of the messages you have given us over the last couple of years is that most of you are prepared to take responsibility for looking after your own health (Self Care) where you are able to, but that you need more information to be able to do so.

Self Care is the action(s) which we, as individuals, can take to keep ourselves healthy or assist our recovery from illness. While it essentially means looking after your own health and wellbeing it does not mean that we shouldn't consult our doctor if we need to.

The **Self Care Forum** is an organisation aimed at helping us with Self Care. They produce a number of factsheets about common ailments, which provide basic information about a range of common conditions. Their aim is to help clinicians and patients discuss issues around Self Care, and how we might be able to look after a condition in the future. They are also a good place to start to understand how you might Self Care as they provide information around:

- Useful facts
- What patients can expect to happen
- What people can do to help themselves, both now and in the future
- When to seek medical help (the "red flags")
- Where to find out more

These factsheets have been put together by the **Self Care Forum**, using resources such as:

- Guidelines from the National Institute for Health and Clinical Excellence (NICE) and their Scottish equivalent (SIGN)
- Publications produced by the UK Royal Colleges and major specialist charities

- Major peer reviewed scientific articles
- NHS Website
- NHS Direct

The draft factsheets were assessed by members of the **Self Care Forum** board, many of whom represent major national patient and professional organisations. Topic experts, patient representatives and language editors also reviewed the factsheets for readability and understanding; and they were checked by independent national subject specialists for accuracy.

The fact sheets are free to download from the **Self Care Forum** website at <http://www.selfcareforum.org/fact-sheets/>.

Currently there are 2-page factsheets about:

- Low back pain
- Eczema
- Heartburn and indigestion
- Fever in children
- Constipation
- Headache and migraine
- Coughs
- Acne
- Sprains and strains
- Sore throat
- Middle ear infection (Otitis media)
- Common cold
- Sinusitis
- Urine symptoms in men
- Vitamin D

Anyone who does not have internet access but who wishes to have a copy of a specific factsheet may ask Reception for a printed copy.

NHS 111 Online

Do you need medical help?

Can't use the phone?

Don't want to wait for a call back?

NHS 111 is now online at

<https://111.nhs.uk>

In much the same way a human 111 agent would, the website steps you through a series of questions, each clearly built on the earlier answers, and ends by giving a recommended course of action.

It is easy, convenient, and could be faster than a phone call, especially if you then have to wait for a call back.

Health Help Now App Available in Ealing!

Health Help Now is a free smartphone app designed to help you find the right treatment in your local area. It is now available in Ealing!

Health Help Now lists common symptoms and offers suggestions for treatment, based on your location and the time of day, with the one that works best for most people listed first.

It also lists local services with their opening hours, their location and directions, plus details of useful websites and helplines for a variety of problems.

Download the app from Google Play or the Apple App Store, as appropriate for your phone.

GP Patient (MORI) Survey

Every year MORI run the **GP Patient Survey** for NHS England. This is sent out to a random selection of patients across the country and the responses are used to provide feedback to practices and patients.

This year's survey was conducted during January to March and the results published in August. Although the survey is wide-ranging, NHS England use 18 key questions, plus the Friends & Family Test (FFT), to rate a practice.

Looking at the results our Practice does outstandingly well. Comparing us against the other 10 practices in our area, we score better than any other on seven of the 19 questions, and on another eight we are second or third; nowhere are we the worst. This is far and away the best result in the area; none of the other practices come close.

Barnabas also did well against both the Ealing and England average scores on the 18 questions plus FFT; we did better than the borough and England on 14 questions, and worse than both on only three.

Unfortunately this year MORI have changed the survey questions so the results are not easily comparable with earlier years. However looking back at the last couple of years we do seem to be performing better overall – but it is all very subjective!

Two areas sprang out as needing attention, however. The concern that our clinicians are not recognising and understanding mental health needs during an appointment is an area on which we have already done significant work this year, so we hope to see this reflected in next year's survey. The other area of concern was the length of time patients wait to be seen past their appointment time. This is discussed on the first page.

Overall the results are very much in line with our own patient survey which we ran in June.

If you want to find out more detail you can get the results for any practice in the country at <https://gp-patient.co.uk/>.

Well done to everyone in the Practice for contributing to such an excellent result!

Next PPG Meeting

Wednesday 13 February 2019
1300 hrs, St Barnabas Church Hall

PPG Corner

Updates from our Patient Participation Group

PPG Annual General Meeting

The PPG held its formal AGM on Monday 3 December. Flowing from consideration of the annual report, a great deal of the discussion centred on the need for a closer, more trusting relationship with the Practice. There is much more we could do, if allowed to, and with more active members. But this is a two-edged sword: attracting members is difficult when there is little apparent change.

We have to remember, of course, there are many things we cannot be involved in because of patient or business confidentiality. On the other hand as a "critical friend" to the Practice it is part of our job to keep pushing the boundaries on behalf of patients.

We also discussed meeting dates for 2019. Feedback received from PPG members showed a clear preference for meeting on Wednesday lunchtime/early afternoon. It turns out that this is also better for the Practice as it is more likely that one of the doctors will be available to join the meeting – thus hopefully helping our relationship with the Practice. I'm well aware that this timing will not suit everyone, especially those either working or with young children. But we agreed we need to try it – and be prepared to change again if it doesn't work.

We are embarking on setting our priorities for 2019-21, and would like your help with this. There is a four question survey (details below), which is open to all. The results will be used at our next meeting (date also below) as input to agreeing our priorities.

Meanwhile a big "thank you" to everyone at the Practice for the excellent healthcare this year. And I wish everyone a peaceful Christmas and a happy & healthy 2019.

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

Want to help shape the PPG's activity for the next 2 years?

There's a very short survey about our priorities at <https://www.surveymonkey.co.uk/r/X6DRRHC> or pick up a paper copy from the folder on the PPG noticeboard in the waiting area. Everyone's ideas and opinions are welcome!

Online Services

Do you have internet access? If so, are you registered for online services?

The Practice now has a number of services, available online to registered users, which are designed to save everyone time and effort.

Online Appointments Booking. We know our phone lines are often busy, so why not book your doctor's appointments online. As the service becomes more used we are making more of our appointments available for online booking.

Like most practices we don't yet have appointments with a nurse or HCA available for online booking as the length of the appointment depends critically on what it is for (eg. smear tests take much longer than a flu jab). The providers of our clinical system are working on a solution to this which will request the reason for the appointment and then display appropriate available appointments.

Repeat Prescription Requests. If you have repeat prescriptions, you can now request these online – and if you wish have them sent direct to the pharmacy. This means you don't need to visit the medical centre to request or collect repeat prescriptions.

Test Results. Many test results can now be viewed online together with the normally expected result and the reviewing GP's comment. This means you no longer need to call Reception for your results, again avoiding those phone calls.

Medical Records. Many parts of your medical record are also available online, so you can see your current medication, allergies, and coded information from your most recent consultations.

You can register for online services by bringing proof of identity (passport/driving licence) to Reception.

Barnabas Medical Centre

Girton Road, Northolt, UB5 4SR
020 8864 4437

email: admin.barnabas@nhs.net
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

barnabas.ppg@gmail.com

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

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Can't get to your appointment?
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