

Barnabas Bulletin

Newsletter of the Barnabas Medical Centre

Issue 25, March 2019

IMPORTANT MESSAGE **for all users of Boots Oldfield Circus**

Repeat Prescription changes from 19 March 2019

Boots are piloting a new process where repeat prescriptions will be handled through a "dispensing support pharmacy".

All dispensing of repeat prescriptions is being moved from local Boots pharmacies, to a centralized hub. Staff at the hub will pick stock, apply labels, perform accuracy checks and bag medicines with the help of automation, although Boots has not revealed how much of the process is to be automated. Once all dispensing and clinical checking is completed at the hub, the medicines will be delivered to the local pharmacy for patients to collect. This will extend the processing time for repeat prescriptions from Boots; so the normal 48 hour (2 working days) turnaround will increase. The expected schedule is shown in the table.

Patients may wish to discuss this further with their local Boots for clarification.

Please note: new and acute prescriptions are NOT affected by this change.

Boots' new alternative pharmacy model will centralise its repeat prescription work through a "dispensing support pharmacy".

The aim is to free up pharmacists' time for other patient-facing roles.

Because of the extended turnaround times, we advise all our patients to give 10 days' notice when ordering repeat prescriptions to ensure there is enough time for the process.

Currently this change affects only Boots at Oldfield Circus, but the new process is expected to be rolled out to other Boots stores during the year.

Prescriptions entered on Boots' system on:	Returned to Boots shop on:
Monday	Wednesday
Tuesday	Thursday
Wednesday	Friday
Thursday	Saturday
Friday	Monday
Saturday & Sunday	Tuesday

Hail and Farewell

We are delighted to have recently welcomed two new salaried GPs to the Practice.

Dr Elizabeth Fong joined us last year and Dr Rajee Navaneetharajah (Dr Navan for short!) arrived in February.

After many years with us, receptionist Rani Chana is taking a well earned retirement. We wish Rani a long and happy retirement.

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Hips & Knees

There's good news for some of us ... According to a research study by the University of Bristol, eight out of 10 total knee replacements and almost six in 10 hip replacements last as long as 25 years. That's much longer than originally expected and is getting longer with modern methods and technologies.

Source: BBC News

NHS Smartphone App

Following successful testing by over 3,000 patients, the NHS App is now being rolled out across England. The NHS App is a simple and secure way for patients aged 13 or over to access a range of healthcare services on their smartphone or tablet. Roll out is expected to complete this summer, so watch out for further information.

Source: NHS England

Child Health Red Book

The NHS has announced that the "red book", containing a child's medical records, is to be made available to parents online as part of government plans to improve NHS care for mothers and new babies. Pilots will start this year with full rollout to be completed over about three years.

Source: BBC News, Netmums

Medicines A-Z

Medicines A-Z, <https://www.nhs.uk/medicines/>, is an NHS website which provides patient-orientated information about many commonly prescribed medicines. It is a useful first port of call to find out about the medicines you have been prescribed.

Source: NHS Choices

NHS Prescribing Restrictions

Many patients will be aware that the NHS is tightening up on prescriptions for many over-the-counter (OTC) drugs, and for the treatment of minor ailments where reasonable OTC drugs are available. The guidance published last year covers minor, short-term conditions where OTC medicines are no longer routinely prescribed. The affected conditions are:

- Acute sore throat
- Conjunctivitis
- Coughs, colds & nasal congestion
- Cradle cap (seborrhoeic dermatitis in infants)
- Dandruff
- Diarrhoea (in adults)
- Dry eyes, sore (tired) eyes
- Earwax
- Excessive sweating (hyperhidrosis)
- Haemorrhoids
- Head lice
- Indigestion & heartburn
- Infant colic
- Infrequent cold sores of lip
- Infrequent constipation
- Infrequent migraine
- Insect stings & bites
- Mild skin conditions: acne, dry skin, irritant dermatitis
- Mild cystitis
- Mild to moderate hayfever & seasonal rhinitis
- Minor burns & scalds
- Minor conditions associated with pain, discomfort, fever (eg. aches & sprains, headache, period pain, back pain)
- Mouth ulcers
- Nappy rash
- Oral thrush
- Prevention of dental caries
- Ringworm & athlete's foot
- Sunburn & sunburn protection
- Teething & mild toothache
- Threadworms
- Travel sickness
- Vitamins, minerals & probiotics
- Warts & verrucae

NHS England has also recently consulted on a further list of items which should not be routinely prescribed by GPs. These include:

- Rubefacients (excluding capsaicin & topical NSAIDs)
- Aliskiren (for high blood pressure)
- Amiodarone & dronedarone (for cardiac issues; reserved to specialist care only)
- Bath/shower preparations for dry/pruritic skin conditions (eg. eczema)
- Minocycline for acne
- Higher cost blood glucose testing strips for type 2 diabetes
- Higher cost needles for pre-filled/reusable insulin pens
- Silk garments (for eczema & dermatitis)

As a consequence your GP might decline to prescribe these items or for these conditions.

Source: NHS England

PPG Corner

Updates from our Patient Participation Group

Sad News

First of all, the sad news. We were all dismayed at the unexpected death, following a short illness, of PPG member Janet Bettaccini just before Christmas. Janet was not just an enthusiastic PPG member but well known in the local community – she seemed to be involved in, or know about, every local community activity. The PPG was represented at Janet's funeral by Noreen Marshall. We send our condolences to All Janet's family.

PPG Priorities

The PPG's main work over recent months has been to look at where we should concentrate our efforts over the two years beginning April 2019. This includes not just our desires, but has to mesh with what the Practice would like us to do, and then be pruned to what we can realistically achieve with our active members.

We have broken our priorities down into three broad sections:

A. Help the Practice

1. Annual Patient Survey (2019 & 2020)
2. Helping Signpost Patients during Building (or other) Work
3. Manage *Barnabas Bulletin*
4. Be a Critical Friend to the Practice
5. Manage the Noticeboards, Leaflets, Magazines

B. Help the Patients

1. Information Sharing
2. Support Practice Events
3. Demo Online Services to Patients
4. "Meet the Patients" sessions
5. Manage the Book Exchange
6. Attend Appropriate NHS Consultation & Communication Events

C. Help the PPG

1. Membership
2. Monthly PPG Members' Bulletin
3. PPG Meetings

These are fairly broad areas which will allow us flexibility of action, as well as there being specific things we want to achieve.

Watch out for more information on the priorities as we go through the next 2 years.

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

Next PPG Meeting

Wednesday 24 April 2019

1300 hrs, St Barnabas Church Hall

Local Facilities Guide

Do you know where to find the nearest bank to the medical centre? Or the nearest Post Office? The nearest supermarket?

If you answered "yes" to all three questions, you have probably been living here for some time. But not everyone has, and even amongst those of us who've been here for many years there are gaps in our knowledge.

One of the things it has been suggested the PPG do is to put together a list of nearby local facilities and services, with the aim of helping (especially new) patients. The list could include facilities such as banks, post offices, food banks, local council offices, charity shops, and so on.

The PPG have already started work on building the list, but would welcome suggestions for which nearby facilities & services to include. You can email your ideas to barnabas.ppg@gmail.com or leave a note with Reception. All suggestions will be considered. It is hoped to publish the initial list in June.

You said ...

There is too little to keep children amused in the waiting area.

We did ...

Our PPG provide a variety of children's books as part of the book exchange; there are also drawing pads and simple paper-based games.

Missed GP Appointments Cost the NHS Millions

Patients are urged to cancel unwanted appointments rather than not show up

Across England over 15 million GP appointments are wasted every year because patients do not turn up, and do not cancel the appointment.

Of the roughly yearly 307 million appointments with GPs, nurses, other practice staff around 5% – one in twenty – are missed without enough notice to invite other patients. That is over 15 million wasted appointments. With about half these appointments with GPs, that's the equivalent of 600 GPs working full time for a year, and a cost of £216million to the NHS – in addition to disruption to staff and other patients.

According to NHS England this wastage would pay for:

- around 225,000 cataract operations, or
- almost 60,000 hip replacements, or
- over 6 months of insulin for every diabetic patient who needs it, or
- the salaries of about 2300 GPs.

Timely access to GP appointments is a priority for patients, and is something you regularly tell us isn't good enough. At Barnabas in 2018 we lost an average of 7 appointments every working day – that's the equivalent of a half day clinic for a GP and a nurse each week. Imagine how much easier it would be to get an appointment if we had all those appointments to use.

If you don't need, or can't get to, your appointment please tell us in good time so we can offer the slot to another patient

Source: NHS England

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

GP Patient Survey 2019

This year's annual GP Patient Survey (aka. the MORI Poll) is being conducted during January to March. Surveys are sent out to a random sample of about two million people across England.

If you receive a questionnaire, please take part as it provides vital information to help improve local services and inform national decisions. It also provides valuable information on how well the Practice is performing and helps highlight areas for possible improvement.

Last year's results, which were excellent for Barnabas, are available at <http://www.gp-patient.co.uk/>.

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)

Dr Rajee Navaneetharajah (f)

Practice Nurses

Henny Shanta (f)

Anna Wan (f)

Karen Collett (f)

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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