

Barnabas Bulletin

Newsletter of the Barnabas Medical Centre

Issue 26, June 2019

CQC Inspection

At fairly short notice, the Care Quality Commission (CQC) inspected the Practice on Monday 1 April (yes, really!). The inspection took the same form as the previous one four years ago, although it was much less intense.

The practice was commended for being the only one in the area that has all its Practice Nurses as permanent members of the team (rather than using locum nurses), which gives patients better continuity of treatment.

The inspectors made just three, minor, suggested actions. Consequently we anticipate a GOOD rating when the inspectors' report is published. Well done to all those involved.

From now on CQC inspections for GOOD and OUTSTANDING practices are changing to a simpler and briefer format; this should make future inspections less intense and time-consuming for all involved.

PPG Awareness Week

Local Services Directory Launch

During this year's PPG Awareness Week, 10-15 June, our PPG will be launching their new **Local Services Directory**. This directory is aimed at helping patients who are new to the area (and long-time residents too!) find a range of nearby health, care and other useful facilities – for example: hospitals, pharmacies, dentists, banks, charity shops.

An entry in the Directory is not a recommendation but information on where facilities are located. As always users of the Directory must assess the suitability of a service for their needs.

Copies of the printed Directory will be available in the waiting area and pinned to the noticeboards.

PPG members will also be present in the waiting area to talk to patients at various times during PPG Awareness Week.

Open Forum

Understanding Your Medicines: What, Why, How

with Paresh Virji
Barnabas's Clinical Pharmacist

**Wednesday 12 June, 1300hrs,
St Barnabas Church Hall**

All welcome. Tea/coffee provided.
Bring your sandwiches if you wish.

Annual Patient Survey

Again this year we have asked our Patient Participation Group to run our annual patient survey for us.

You will find PPG members in the waiting area on Wednesday 5 June, Thursday 13 June, Friday 21 June, Monday 24 June, Tuesday 2 July – and possibly at other times during June.

If you are approached by a PPG member with a clipboard, please take a few minutes to complete the short survey as your opinions (good or bad) really do matter and do influence our future planning. Thank you!

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NewsRound

Ealing and Charing Cross A&E Closure Plans Scrapped

The plans to close the A&E departments at Ealing and Charing Cross Hospitals have been cancelled. The closures were a part of the *Sharing a Healthier Future* plans for NW London; appropriate parts of SaHF will be included in the *NHS Long-Term Plan*.

Source: BBC News

Fundamental Standards of Care

The CQC have published the *Fundamental Standards of Care* below which your care must never fall, and which everyone has the right to expect. You can find the document online at <https://www.cqc.org.uk/what-we-do/howwe-do-our-job/fundamental-standards>.

Source: Care Quality Commission

Discover

Discover is a register of adults living in NW London who are interested in health research and want to find out more about health research opportunities. These may range from answering surveys or having a blood test, to testing innovative medical devices or phone apps, and even participating in clinical trials. If you are interested you can find out more, and sign up, at <https://www.registerfordiscover.org.uk/>.

Source: Imperial College Health Partners

Bringing Doctors Back to General Practice

The NHS is stepping up efforts to entice doctors who have left the NHS to return. The scheme has already attracted almost 800 GPs into coming out of retirement, returning after taking a break, working in another occupation, or moving abroad.

Source: NHS England

Stay Cool in Summer

Most of us welcome hot weather, but when it's too hot for too long there are health risks. If a heatwave hits this summer, know how to stay safe. The elderly and very young are especially vulnerable. The main risks from a heatwave are dehydration, and heat exhaustion and heatstroke (overheating). Here are a few tips for coping in hot weather:

- Shut windows and pull down the shades when it is hottest. Open windows for ventilation when it is cooler.
- Stay out of the sun, and if possible don't go out between 11am and 3pm.
- Keep rooms cool using shades outside the windows; or use light-coloured curtains and keep them closed.
- Have cool baths or showers; splash yourself with cool water.
- Drink plenty of fluids; avoid excess alcohol.
- Know the coolest room in the home; keep cool there.
- Wear loose, cool clothing, and if outside add a hat and sunglasses.
- Check up on friends, relatives and neighbours who may be less able to look after themselves.

Surprising Drug Interactions

Most of us are aware that some drugs react badly with other drugs, dietary supplements, or even some foods. But these interactions are not always obvious, so here are six of the most common, but often overlooked, interactions between drugs and foods or over-the-counter remedies:

- Statins and grapefruit juice
- Warfarin and Vitamin K in green leafy vegetables
- SSRI antidepressants and ibuprofen
- Metronidazole and alcohol
- St John's Wort and oral contraceptives
- Calcium-rich foods and supplements with some antibiotics

The usual warning applies: **DON'T PANIC** and do **NOT** stop taking your drugs without first discussing with your doctor.

Source: NHS Choices

PlusBus for Health

The PlusBus for Health service is provided by Ealing Community Transport (ECT). It is designed to help patients travel between their homes and GP surgeries, and 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.

The service is funded through the NHS, and can be booked by your GP surgery for patients who:

- Cannot safely get to the GP practice on their own, and who have limited access to support from family or friends
- Need transport for clinical reasons due to disability, lack of mobility, or other health problems.

There is more information online at <http://ectcharity.co.uk/services/areas/ealing/plusbushealth>.

PPG Corner

Updates from our Patient Participation Group

Helping Doctors Help You

A lot has happened over the last couple of months, and June promises to be even busier. A big surprise was the CQC inspection, when I was delighted to talk with the inspectors to emphasise not just what the PPG does but the excellence of the whole Practice. I know I keep saying it, but we really do have the best team around, and Barnabas is, by a long way, the best Practice I have used in my almost 70 years.

From a PPG perspective we have finalised what we see as our top priorities for the next 2 years. These are organised into 3 groups: Helping the Practice, Helping the Patients and Helping the PPG. Managing this newsletter is one of our priorities to help both Practice and Patients.

The annual survey, which will occupy us during June, is another top priority as it provides the Practice with important feedback to help shape the services and facilities; which in turn helps patients.

Also during June we will be launching our "Local Services Directory". Suggested by the Practice this is something the PPG could do to help newly registered (and existing!) patients. It was agreed to be an excellent idea and something we have been able to put together quickly.

Last year Paresh Virji, the Practice's Clinical Pharmacist, ran a very successful Open Forum session on "Understanding Your Medicines". We are pleased that Paresh has agreed to run this session again on Wednesday 12 June. Please come along – and then why not stay for the regular PPG meeting which will follow the Open Forum.

PPG members will also be around the waiting area at various times during June, to talk to patients, answer questions, and demo of the Practice's online services. Do stop for a chat!

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

Next PPG Meeting

Wednesday 12 June 2019

1400 hrs, St Barnabas Church Hall

(following the Open Forum session)

Ealing Improving Access to Psychological Therapies (IAPT) Service

Ealing IAPT provides free workshops, talking therapies, and online courses for people aged 18 years and over who are registered with a GP in the borough and who have depression, anxiety conditions, or phobias. You can be referred to Ealing IAPT by your GP, or you can self-refer.

The main therapy used for anxiety and depression is cognitive behavioural therapy (CBT), which can help you manage your problems by changing the way you think and behave. Also available are behavioural couples therapy (BCT), counselling, interpersonal therapy (IPT), dynamic interpersonal therapy (DIT) and eye-movement desensitisation reprocessing therapy (EMDR).

Most of IAPT's patients attend one of the CBT courses or groups, or receive guided self-help. There is also an interactive online therapy programme, designed to provide patients with a flexible way of accessing psychological support.

There is a lot more information about the services offered online at <http://www.ealingiapt.nhs.uk/>.

[Note: IAPT do not treat major mental illness, acute mental health crisis, substance abuse, or addiction.]

You said ...

You have to wait too long for an appointment.

We did ...

To improve this, over the last couple of years we have recruited two additional GPs, an extra nurse, a clinical pharmacist and an additional receptionist.

Mid-Life Screening

Public Health England have been running a campaign to encourage women to have their cervical smear test, when invited – almost 30% never have their smear test. Screening does catch cervical cancer early and does reduce mortality. Women are invited every 3 years between the ages of 26 to 49, and every 5 years from the ages of 50 to 64.

In addition there are other screenings available during our middle years, including:

- Women between 50 and 70 are also offered breast screening (mammogram) every 3 years; and there is a trial running to extend this to women between 47 to 73 years of age..
- Both men and women between 60 and 74 are offered bowel cancer screening (using a home test) every 2 years.
- Men in their 65th year are offered a one-off abdominal aortic aneurysm (AAA) screening. This simple ultrasound scan detects dangerous enlargement of the main artery running through the abdomen.

These screenings are quick and simple, so if they are offered it is well worth having them as they do catch possible problems early. But do remember, if there is any possibility you may have any of these conditions, at any time or age (for instance if there is a history of the disease in your family) then you should see your GP and they can refer you for the appropriate investigations.

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

NHS App

The smartphone **NHS App** has recently been opened up to Barnabas' patients. The app provides a simple and secure way for people to access a range of NHS services on their smartphone or tablet. The app can be downloaded from the Apple Store or Google Play.

Once installed, registration is a horribly convoluted security process (does it need to be this bad!), but once completed, you can use the NHS App to:

- check your symptoms
- find out what to do when you need help urgently
- book and manage appointments at your GP surgery
- order repeat prescriptions
- securely view your GP medical record
- register to be an organ donor
- choose how the NHS uses your data

There is more information online at <https://www.nhs.uk/using-the-nhs/nhs-services/the-nhs-app/>.

Barnabas Medical Centre

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*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)
Nikki Onoufriou (f)

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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