

Barnabas Bulletin

Newsletter of the Barnabas Medical Centre

Issue 27, September 2019

NHS Diabetes Prevention Programme

There are currently around 3.4 million people with Type 2 Diabetes in England, and another 5 million thought to be at high risk with around 200,000 new diagnoses, 22,000 unnecessarily early deaths and 9,000 amputations each year.

One in six people in hospital has Diabetes, which means:

- often a longer stay in hospital
- a higher risk of being re-admitted
- a higher risk of risk of dying.

Type 2 Diabetes is also a leading cause of preventable sight loss in people of working age, and a major contributor to kidney failure, heart attack, and stroke. It has a significant impact on quality of life.

It is not surprising, therefore, that Type 2 Diabetes costs the NHS a lot of money – around £10 billion a year, or approaching 10% of the total budget.

The risk factors for developing Type 2 Diabetes include being overweight, lack of exercise (often due to other health problems), depression, and a family history of the disease. However Type 2 Diabetes is largely preventable through lifestyle changes and the NHS Diabetes Prevention Programme (NDPP) aims to:

- reduce patient's risk of developing Type 2 Diabetes

- improve the overall health of the nation
- reduce the financial burden on the NHS, including the treatment of associated conditions such as sight loss, kidney failure and stroke.

NDPP is being made available to every adult identified as being at risk of Type 2 Diabetes. The programme consists of face-to-face (often group) sessions, and will provide tailored, personalised support to make lifestyle changes, thus reducing the risk of developing the disease. The programme will include:

- education on lifestyle choices
- advice on reducing weight through healthier eating
- bespoke physical activity programmes.

Additionally from this summer, up to 20% of NDPP places will be provided as a digital stream, for those patients who find it difficult to attend face-to-face sessions (for example because of work commitments). This digital stream will involve the use of wearable technologies and apps, and online access to group and expert support.

The NHS is also going to trial very low calorie diets that can reverse Type 2 Diabetes.

To get a place on the NDPP patients will need to be referred by their GP or from the NHS Health Check programme.

Theresa Fitzgerald Retirement

Deputy Practice Manager, Theresa Fitzgerald, retired in June after well over 30 years at the Practice, during which time she contributed so much to the Practice and made many friends amongst us. Theresa's cheerful pragmatism and common sense will be greatly missed, and we wish her a long, very happy and well-deserved retirement.

Dr Sonja Jey

It will bring our patients great sadness to know that Dr Jey will be leaving us at start of September after 4 years. The practice team and all her patients I am sure will wish her every success in her new endeavours.

In this issue ...

- **National Diabetes Prevention Programme**
- **Theresa Fitzgerald Retirement**
- **Dr Sonja Jey Leaving**
- **NewsRound**
- **Annual Patient Survey Results**
- **PPG Corner: Knowing about the PPG; MORI Survey Data**
- **You said ... We did ...**
- **Support in Bereavement**
- **Flu vaccination**
- **Patient Experience Sharing**

NewsRound

NHS Ealing Clinical Commissioning Group ANNUAL GENERAL MEETING

Wednesday 18 September 2019

Greenford Hall, Ruislip Road,
Greenford, UB6 9QN

Information stalls from 1645
Presentations, Q&A from 1730

Vaccine Update

For those about to go to university or college it is very important that they have their Meningitis ACWY vaccination and have had two doses of MMR. Please get vaccinations before leaving for university so as not to have a delay being vaccinated once you arrive and are registering with a new GP.

For anyone thinking of getting pregnant, it is also very important to have your MMR.

Parents who have not got their child fully vaccinated sometimes worry they've left it too long. Whatever the reason, it's not too late! Most vaccinations can be caught up with, so please talk to reception to book an appointment.

Source: Public Health England Vaccine Update; July 2019

Ghost Patients

However good the admin, GPs always end up with some ghost patients on their lists: patients who have moved away, left the country, or even died without the practice being told. However there is concern that the number is too high and that a few practices may be using this as a way to get extra funding; apparently last year there were over 3.5 million more people registered with GPs than there are in the country (that's about an extra 6%)! Consequently this is being looked at by the NHS's fraud team.

Source: BBC News

Annual Patient Survey – Results

Very many thanks to those of you who completed our annual survey during June and early July; and thanks too to the members of our PPG who ran the survey.

Again this year we're delighted with the results, which are consistent with the last few years. In summary:

91% say they are “Extremely Likely” or “Likely” to recommend the Practice

- 318 completed surveys, with 456 useful comments.
- 82% say the service is the same or better than two years ago.
- 29% say they already request repeat prescriptions online and another 38% would like to.
- A quarter (25%) say they already book appointments online with just over half (51%) saying they would like to.
- However just over three in four (76%) say they still book appointments by phone, at least sometimes.
- Almost nine out of ten (89%) of respondents have or would like to have telephone consultations.
- Overall, the biggest gripe was again the difficulty in getting a timely appointment.
- Top of things the Practice does well was the helpfulness, friendliness and overall excellence of all staff.

We understand the problem with getting a timely appointment, and are continually looking for ways to make this easier. However without more space, and funding for additional doctors and nurses, this is a real challenge. Over the last three or so years we have created more appointments with two additional salaried GPs and two more practice nurses. But you keep asking, and we will keep trying to improve this even further.

We appreciate those patients who book appointments, and request prescriptions, online as they help free up receptionists' time. Although that doesn't produce more appointments, it does make it easier to get through on the phone for those who have to phone up.

The Partners and Practice Management are now looking at the survey results in detail, and we will feed back to you over the coming months as actions are put in place.

Oh, and a big thank you too for all your appreciation of the whole Barnabas team.

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

PPG Corner

Updates from our Patient Participation Group

Knowing about the PPG

One of the disappointing things about the Practice's Patient Survey (see opposite) is that only one third of patients admit to knowing about the PPG, and this has essentially not changed over the last few years.

We try our best to ensure all patients know about the PPG. The Practice include PPG membership information with all new registrations. And where appropriate we try to chat to people whenever we're in the waiting area – the book exchange often makes a good ice-breaker.

Please tell us what more we can reasonably do – drop me a note; details below. And please pass on the message!

GP Patient (MORI) Survey

This is the survey pollsters Ipsos MORI run every year (usually during January to March) for NHS England. They poll a random selection of about 2¼ million patients across the country; about a third are completed. In conjunction with analysing the Practice's survey results, I've been looking at this year's MORI results published in July.

Yet again Barnabas comes out as the best practice in the immediate area, although The Grove are hot on our tails. Perhaps more surprisingly, and certainly very pleasingly, Barnabas is better than the average for the whole of Ealing on every one of MORI's key 18 questions, and better than the England average score on 16 of the 18 questions. The data is available to all at <https://gp-patient.co.uk/>.

By any standards this is a magnificent achievement and reflects just how good a practice we have. Well done everyone!

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

Next PPG Meeting

Wednesday 16 October 2019

1300 hrs

St Barnabas Church Hall

You said ...

You often find it difficult to get through on the phone.

We did ...

In the last couple of years we have recruited an extra receptionist. We are also planning for a new phone system – more on this in the next issue.

Support in Bereavement

In 2018/19 the NHS England (London Region) End of Life Care Clinical Network undertook a project focusing on the provision and availability of information to support bereaved Londoners. The findings showed there to be a lot of information and services available to bereaved people, but that access to this is not universal. This can result in people not receiving relevant information and support.

The support available includes:

- When someone in the UK dies, information about what needs to happen next can be found at: www.gov.uk/after-a-death and <https://www.gov.uk/when-someone-dies>
- If you are bereaved and would like to speak with someone, you can call Cruse Bereavement Care free on 0808 808 1677 or visit www.cruse.org.uk
- Child Bereavement UK offers support for families and professionals when a child dies or when a child grieves. Their national helpline is 0800 028 8840 or online at www.ataloss.org
- Independent Age has information & advice on a range of subjects; call them on 0800 319 6788 or visit www.independentage.org/information/personal-life/when-someone-dies
- Marie Curie has information on a range of issues including practical, legal and financial; phone 0800 090 2903 or online at www.mariecurie.org.uk/help/support/supportdirectory/bere

Flu Vaccination

Flu vaccination is available every year on the NHS to help protect adults and children at greatest risk of flu and its complications. This year vaccination is available free to:

- adults 65 and over
- people with certain long-term conditions (for example diabetes, heart conditions, COPD) and their carers
- pregnant women
- children aged 2 and 3 on 31 August 2019
- children in primary school
- frontline health and social care workers.

Eligible children aged 2 to 17 will be given the vaccine as a nasal spray; others will receive an injection.

You can have your NHS flu vaccine at:

- your GP surgery
- a community pharmacy offering the service
- primary school children will be offered the vaccination via their school
- pregnant women may also be able to have their vaccination at their midwifery service.

Flu vaccine is the best protection we have against an unpredictable virus that can cause unpleasant illness in children and severe illness and death among at-risk groups. However, like all vaccinations, it is not 100% effective and protection may vary, but if you do get flu after vaccination it is likely to be milder and shorter-lived than it would be otherwise. There is also evidence the flu vaccine can reduce your risk of having a stroke.

Flu vaccination is very safe and serious side effects are extremely rare. You may have a mild fever and aching muscles for a couple of days after vaccination, and your arm may be a bit sore where you were injected.

There will be **walk-in clinics for over-65s starting in the week of 16 September**. Further details will be available in the waiting area and on the Practice website. Alternatively book an appointment with reception.

Patient Experience Sharing

As patients we know it would often be helpful or reassuring to know something of what to expect before undergoing a medical procedure or treatment. To help calm these concerns the PPG has created some "helpful notes" of patients' experiences of various procedures and treatments. These can be found in the PPG area of the Practice website.

To make this really worthwhile we need more contributions, please!

If you can contribute, please write some notes (they don't have to be neat, tidy or in polished English), address them to Keith Marshall, and leave them with Reception, or email them to barnabas.ppg@gmail.com.

The notes will be edited and added to the collection for everyone's benefit. All contributions will be anonymous.

Barnabas Medical Centre

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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 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

barnabas.ppg@gmail.com

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

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