

Barnabas Bulletin

Enhanced Access Service

From 1 October 2022, Barnabas Medical Centre (along with other practices in our Network) is offering improved access to appointments and other general practice services. This "Enhanced Access" means:

- As a Network, we are providing appointments from 07:30 until 20:00 on weekdays, and from 09:00 to 17:00 on Saturdays.
- Appointments will be both bookable up to 14 days in advance and available for same day booking.
- A mix of services will be available within these additional hours with access to the range of health professionals working in the primary care team, including, but not limited to, GP Appointments, Screening Appointments, Phlebotomy, and Vaccinations.
- There will be a choice of ways to access appointments depending on clinical need, such as telephone or video appointments, online consultation, or face to face. You may be seen or spoken to by the following Healthcare Professionals: GP, Nurse, Clinical Pharmacist, Social Prescriber, Mental Health Nurse, Health Care Assistant, Advanced Clinical Practitioner, First Contact Practitioner, Physician Associate.

Our Enhanced Access Service is provided in Partnership with the 10 other local practices who form Northolt Greenford and

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Christmas Opening

The Practice will be closed on

Monday 26 December

Tuesday 27 December

Monday 2 January

More details on back page

Barnabas Patient Voices

Next Meeting

Tuesday 17 January
10:00; on Zoom

*No longer need your
appointment or
telephone call-back?
Then please tell us!*



(Continued from page 1)

Perivale Primary Care Network (NGP PCN). When a face-to-face appointment is needed, this may be at any GP practice in the local area – it may not be at your own GP practice, but at another nearby.

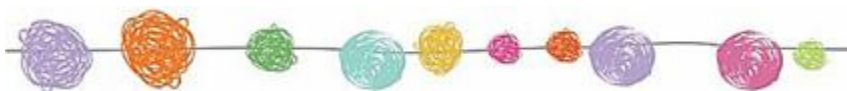
The exact mix of what is provided through this enhanced offer will be determined based on local health needs, current usage of out of hours services, and the views of patients.

The Practices that form NGP PCN, and provide our Enhanced Access Service are:

- Hillview Surgery, 179 Bilton Road, Perivale, UB6 7HQ
- Perivale Medical Clinic, 2 Conway Crescent, Perivale, UB6 8HU
- Allendale Road Surgery, 35 Allendale Road, Greenford, UB6 0RA
- Greenford Road Medical Centre, 591 Greenford Road, Greenford, UB6 8QH
- Elmtrees Surgery, 2a Horsenden Lane North, Greenford, UB6 0PA
- Mandeville Medical Centre, 3 Mandeville Road, Northolt, UB5 5HE
- The Grove Medical Practice, 81 Danemead Grove, Northolt, UB5 4NY
- Barnabas Medical Centre, Girton Road, Northolt, UB5 4SR
- Doncaster Drive Medical Centre, 45 Doncaster Drive, Northolt, UB5 4AT
- Islip Manor Medical Centre, 45 Eastcote Lane, Northolt, UB5 5RG
- Meadow View Surgery, 141 Mandeville Road, Northolt, UB5 4LZ

Patients will be able to book appointments for weekday mornings, weekday evenings and Saturday between 09:00 and 17:00. This should provide greater flexibility for patients, and expand access to routine and same-day appointments with our full clinical team.

Data Protection Laws are changing. If you have not permitted the sharing of your patient record with other GP practices, this will prevent you from accessing weekday evening and weekend appointments at other practices. If you would like to change your consent to share your patient record with other organisations that may care for you, please contact Reception.



NEWSROUND



Covid Update

Please continue to take care and ensure you have all the vaccinations for which you're eligible.

Covid is still with us, and unfortunately isn't going away too soon. At the time of writing the estimate is that around 1 in 30 people are infected, and there are an equal number with Long Covid.

It isn't going away because there continues to be a whole zoo of new Omicron variants. Most notably BQ.1 and BQ.1.1 which are now jointly dominant in the UK. BQ.1.1 appears highly transmissible and quite good at escaping any immunity we have – although that immunity does seem to protect against serious illness.

As at the end of October, the NHS has given over 1 million Londoners (that's around 1 in 8 of us) the new bivalent vaccine – and the enhanced protection it provides.

Everyone eligible should by now have been called to get this year's 'flu jab.

WHAT CAN WE
IMPROVE
ON?



You said ...
You didn't like consulting room 7. It is small, cramped and uncomfortable. This must be worse for the doctor using the room.

We did ...
We agreed. The room was created quickly to fulfil the need for extra space and was never ideal. So we have redesigned and rebuilt the room to make a much better consulting space. Due to its history there were many pipes and cables running through the room, which meant the rebuild took longer than planned.

How to stay well this winter

Winter conditions increase the risks to our health, especially if you are older or have a long-term health condition.

Being cold raises the risk of high blood pressure, heart attacks and strokes. Cold, damp weather can aggravate existing health problems, making you more vulnerable to respiratory infections. But there are things you can do to stay well.

Top tips to stay well from the NHS

- Make sure you get your [Covid-19 booster](#) and [flu vaccination](#) if you are eligible.
- Wrap up to keep warm; wear lots of layers of thin clothes.
- Stay active; move around indoors; avoid sitting for more than an hour. This also helps your mental health.
- Keep the heat in by drawing your curtains at dusk; close doors to block draughts.
- Try to heat rooms you regularly use to at least 18°C; keep your windows closed at night.
- [Make sure you're getting the help you're entitled to with heating costs.](#)
- Use a hot water bottle or an electric blanket (but not both together!) to keep warm in bed.
- Have at least one hot meal a day. Eating regular meals, and having hot drinks, can help you keep warm.
- If you are feeling down, talk to someone – a friend, family member, or your GP. For more on mental health support see the [NHS website](#).
- Make sure you have the right medicines at home in case you get poorly. Ask your pharmacist if you are unsure.
- Wash your hands with soap and water:
 - When you get home or into work
 - After you blow your nose, sneeze or cough
 - Before you eat or prepare food.

If you get ill ...

- Stay at home. Do not go to school or work.
- If you get ill, rest and keep warm; drink lots of liquids; have at least one hot meal a day; and take any medicine you've been recommended by a healthcare professional.
- If you think you need medical help right now, call 111 or use [NHS 111 online](#).
- In a real, life-threatening emergency, call 999.
- If it's less urgent contact your GP or pharmacist.

Need more advice?

You can find out more on how to look after yourself this winter on the [NHS website](#).

London's Air Ambulance Appeal

London's Air Ambulance (LAA) is a charity which receives effectively all its funding from donations and fundraising activity; it is not (an official) part of the NHS. Their medics perform life-saving treatment (including open chest surgery) at the scene for patients who are critically injured – before transporting them to hospital. The service runs 24 hours a day, 365 days a year, with helicopters during daylight hours and fast cars after dark (when take-off and landing in crowded urban areas is hazardous). They treat an average of 5 seriously injured patients a day, with their helicopters getting to patients in just 11 minutes!



However they now have a huge challenge. Their two helicopters are becoming increasingly difficult to maintain and by 2024 it will be a challenge to keep them operational. So they have launched their biggest ever appeal for £15million to replace the helicopters by 2024.

Everyone here will have seen the bright red helicopters as they are housed at Northolt Air Base and can be seen flying in and out of "home" especially at dawn and dusk. So they are almost a local charity – as well as being an incredibly worthy cause.

Hopefully none of us will ever need the air ambulance, but it's comforting to know it's there if we do.

If you wish to make a donation to their appeal you can do so online at <https://www.londonsairambulance.org.uk/up-against-time-appeal> or by calling 020 3023 3319.



NEWSROUND

Breast Screening

Screening saves lives. If you receive an NHS breast screening invitation, please respond as soon as possible.

Breast cancer is the most common type of cancer in the UK. Most women diagnosed with breast cancer are over the age of 50, but younger women can also get breast cancer. As the risk of breast cancer increases with age, all women who are 50 to 70 years old are invited for screening every 3 years.

Women over 70 are also entitled to screening and can arrange this through their GP or local screening unit.

You can find your local breast cancer screening services at <https://bit.ly/3TXUWvc>.

Barnabas Patient Voices Current Officers

Chairman

Keith Marshall

chair@barnabasvoices.org.uk

020 8864 7993

Vice-Chairman

Harsha Mortemore

Facebook Admin

Keith Marshall

Jacqui Piper

Historian

Noreen Marshall

noreen@barnabasvoices.org.uk

Barnabas Patient Voices 2-Monthly Meetings

The dates for our full, formal meetings for 2023 are:

Tuesday 17 January; 10:00

Wednesday 15 March; 13:00

Saturday 20 May; 11:00

[This will be an in-person meeting at the Practice to coincide with a Practice coffee morning. The meeting will be the group's AGM.]

Tuesday 18 July; 10:00

Wednesday 20 September;
13:00

Thursday 16 November;
17:00

All meetings (except May) on Zoom; please email for details.

Barnabas Patient Voices Monthly Informal Calls

We also hold monthly, 30 minute, informal calls to enable us to keep in touch and share updates.

The dates for 2023 are:

Thursday 26 January; 10:00

Tuesday 21 February; 12:00

Monday 27 March; 17:00

Thursday 27 April; 10:00

Tuesday 30 May; 12:00

Monday 26 June; 17:00

Thursday 27 July; 10:00

Tuesday 29 August; 12:00

Monday 25 September; 17:00

Thursday 26 October; 10:00

Tuesday 28 November; 12:00

Monday 18 December; 17:00

All these calls are on Zoom; please email for details.

Barnabas Patient Voices Corner

Updates from our Patient Group

2023 Meeting Schedule

How do you fix meeting dates for a varied group such as our members, while ensuring no-one is left out? And at the same time take account of the Practice Manager's and doctors' schedules, so the Practice is represented at our meetings.

This has always been a challenge; there is no time in the week which suits everyone – or even the majority! In consequence we change our meeting schedule almost every year in an attempt to accommodate as many as possible.

Thus our November meeting discussed the meeting schedule for 2023. Based on members' input a variety of dates and times were decided for 2023 – both for our formal 2-monthly meetings and our monthly informal Zoom chats. The schedule for 2023 to the left; please put the dates in your new diary.

As always, everyone is welcome to join the group and attend our meetings. The more of the Practice's patients are part of *Barnabas Patient Voices*, the more representative we are, and the better the feedback we can provide.

If you wish to join the group then you can do so via our website at <https://barnabasvoices.org.uk/membership-application/> or drop me a note (see below). Alternatively (or as well) you can join our Facebook group at <https://www.facebook.com/groups/barnabas.ppg/>.

Our website also contains the minutes of our meetings, my monthly members' updates, and copies of this newsletter – plus a variety of other useful information.

On a personal note, I've been rather ill recently. In treating me and helping me recover Dr Carey has been excellent: caring, listening, thoughtful and calm; and with a determination to (successfully) keep me out of hospital. Just being able to say a big "thank you" feels entirely inadequate!

That leads me nicely on to say "thank you" to everyone at the Practice for excellent care again this year, despite all the pressures and extra workload continually raining down from above. How I would love to have a magic wand to fix the pressures faced by GPs – and indeed the whole NHS.

Finally it remains only to wish everyone a peaceful, relaxing, and healthy Christmas and New Year.

*Keith Marshall, Chairman, *Barnabas Patient Voices*
Keith can be emailed at chair@barnabasvoices.org.uk or you may leave a note with Reception.*

Our Future Health

Today, millions of people spend many years of their life in poor health. And too often, we treat diseases only when patients start showing symptoms.

The goal of Our Future Health is to transform the prevention, detection and treatment of conditions such as dementia, cancer, diabetes, heart disease and stroke, so future generations can live in good health for longer.

The plan is for Our Future Health to collect information from millions of volunteers from across the UK to create one of the most detailed pictures of people's health ever. Researchers will be able to use this information to discover more effective ways to prevent, detect and treat diseases.

Everyone in the UK over the age of 18 is welcome to join Our Future Health.

Find out more, including how to take part, at <https://ourfuturehealth.org.uk/>.

(Oh and if you're wondering, this is a complementary programme to the UK Biobank, and is supported by Biobank.)



Fighting Infections with UV Light

There are several interesting pieces of research showing that specific wavelengths of far-UV light will kill many bacteria and viruses (including the Covid virus), and it seems that these wavelengths are not harmful to us.

UV light has been used for many years to sterilise both objects and spaces where there is no human exposure. However the new research uses a very specific wavelength of 222nm, which appears not to harm mammals.

There's a lot of work yet to do, but this could become important for infection control.

There's a good article about the research, specifically as it relates to Covid, at <https://bit.ly/3tLVqtt>.

NEWSROUND

General Practice in England

Some recent data on the tremendous work done by GP practices across England.

In October 2022 there were:

- 6441 GP practices
- With 62.1 million registered patients

These practices employed:

- 46,113 GPs, or 36,854 FTE (full-time equivalent; which allows for part-time working); this does not include locum GPs
- 16,770 FTE Nurses
- 15,810 FTE other direct patient care staff (eg. clinical pharmacists)
- 73,630 FTE admin and non-clinical staff

And they provided:

- An estimated 36.1 million appointments during the month
- Of these approximately 4 million were Covid vaccinations
- 38.9% of appointments were on the same day they were booked
- 43.5% were with a GP
- 23.7% were with a Nurse
- 71.3% of appointments were face-to-face
- But only 89.4% of appointments were attended – ie. the patient didn't turn up for over 1 appointment in 10!

Data from NHS England.

SURVEYS

NHS “What matters to you” Survey

NHS North West London wants to hear from patients and residents about “what matters to you” when you use health services. Your feedback will help shape services to provide the support and care you think is most important.

The survey is at <https://bit.ly/3qvc4C>. It should take no more than 10 minutes and is open until 16 December. All responses will be anonymous.

Planned Elective Orthopaedic Surgery

North West London NHS are also consulting on their plan to move all adult elective bone and joint surgery to Central Middlesex Hospital.

The aim is to provide better, fairer and more timely care for patients across North West London.

The consultation is open until 20 January 2023. Find more at:

- Online Public Meeting: Thursday 12 January 2023, 19:00–20:30. Register at <https://bit.ly/3VgZUUP>
- Public Consultation Document: <https://bit.ly/3Vms5Bw>
- Consultation Survey: <https://bit.ly/3tQ7kT4>.

How Does the NHS Use GP Data

The management of all NHS data is done by NHS Digital, and data from GPs is just one part of that. The most important way the GP data is used is to care for patients – never more critically than during the pandemic. This data is collected electronically with little or no intervention from practice staff.

Early in the pandemic GP data was used to identify patients who were clinically extremely vulnerable, and to create the Shielded Patient List: patients who were clinically extremely vulnerable or had underlying health conditions which put them at higher risk of serious disease or death.

This data (which was collected weekly) was shared with the Cabinet Office, local authorities, Clinical Commissioning Groups, hospitals, GP practices, 111 services and mental health providers for the protection of vulnerable patients.

This GP data was also used to plan the vaccine roll-outs, including defining the patient cohorts to be invited for vaccination. Without this electronic data capture the planning and protections would have taken significantly longer to accomplish.

But the GP data is used much more widely than Covid. When we visit our GP, we’re all used to notes being taken, but we rarely think about what happens with that information afterwards. In fact the information is used to quickly and accurately identify people who need particular treatments and services such as screening or vaccinations. The wide range of uses for the data include:

- identifying people who are diabetic and recalling them for eye screening to prevent blindness
- providing invitations for Covid-19 and flu vaccinations in line with eligibility and priority group
- identifying those children who are eligible for polio vaccination boosters
- calculating payments for GP practices, to the tune of £1.3 billion per year

Each collection (called an extract) takes place only following specific direction from the Secretary of State for Health and Social Care or NHS England, and may be used only for specific, defined purposes. Each direction includes a notice to GPs outlining what is being collected, the legal basis, the purpose and the benefits. This allows GPs to explain to patients what their data is being used for – which is important!

Contains information from NHS Digital, licenced under the current version of the Open Government Licence.

Christmas & New Year Opening

The Practice will be closed on
Boxing Day (Monday 26 December)
Christmas Bank Holiday (Tuesday 27 December)
New Year Bank Holiday (Monday 2 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 16 December

Staff Updates

Reception. *Samanta Sivi-Rey & Aneeka Farquharson* have joined the reception team for the morning & afternoon shifts respectively, they will be helping the practice with the huge volume of calls the practice receives on a daily basis.

Nurse Associate. *Palvi Kumari* has joined our nursing team and will be helping support Henny, Karen and Nikki.

Please join me in welcoming them to the Barnabas family.

On the subject of family, *Dr Carey* will be going on maternity leave from the 16 December for around 9 months. She is due in the middle of January. I hope you will join us in congratulating Dr Carey and her partner.

Get the Right Medical Help ...



Dial 999 for life-threatening emergencies



If you need medical help fast or think you need to go to an Emergency Department (A&E) use NHS 111 first – online or by phone* – to get clinical advice or direction to the most appropriate services for treatment



For all other health needs, contact your pharmacy or GP practice. You can also access NHS advice and information at www.nhs.uk

*If you have difficulties communicating or hearing, you can use the NHS 111 British Sign Language (BSL) interpreter service via www.nhs.uk/111 or call 18001 111 on a textphone.

Barnabas Medical Centre

Girton Road, Northolt
UB5 4SR

020 8864 4437

email: admin.barnabas@nhs.net

web: <https://barnabasmedicalcentre.co.uk>

Surgery Times

Mon-Fri: 0800-1830

Phone lines are open

Mon-Fri 0800 to 1800

Out of Hours

For urgent healthcare outside surgery times please call 111

Doctors

Dr Harpreet Kooner (m)

Dr Harjeet Bhatia (f)

Dr Elizabeth Fong (f)

Dr Rajee Navaneetharajah (f)

Dr Rebecca Carey (f)

Practice Nurses

Henny Shanta (f)

Karen Collett (f)

Nikki Onoufriou (f)

Clinical Pharmacist

Paresh Virji (m)

Practice Manager

Matthew Edwards

Office Manager

Angela Hemmingway

*** ** *

Barnabas Patient Voices

Chairman: Keith Marshall

020 8864 7993

keith@barnabasvoices.org.uk

<https://barnabasvoices.org.uk>

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This newsletter is a joint production of Barnabas Medical Centre and Barnabas Patient Voices.

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