

# Barnabas Bulletin

## Long Covid

### What is Long COVID?

Most people with Coronavirus (COVID-19) feel better within a few days or weeks of their first symptoms and make a full recovery within 12 weeks. However, for some people symptoms can last longer – this is Long COVID or Post-COVID-19 Syndrome.

### Symptoms of Long COVID

The most common symptoms are extreme tiredness (fatigue), shortness of breath, loss of smell, and muscle aches. But there are lots of symptoms you can have after a COVID-19 infection, including problems with your memory and concentration ("brain fog"), difficulty sleeping (insomnia), heart palpitations, dizziness, joint pains, rashes, tinnitus, depression, and anxiety.

If you're worried about symptoms 12 weeks or more after you had COVID-19 please speak to your GP about getting a referral to a Long COVID service. In addition, you can also access the NHS Your COVID Recovery programme, <https://www.yourcovidrecovery.nhs.uk/>, which is an online recovery programme providing support & information on:

- supporting your mind and mental health
- managing the effects of Long COVID on your body
- managing Long COVID with other conditions
- tips to help you eat well, sleep better, get moving again.

### Case Study

A fit, healthy 67yo lady developed severe Covid pneumonia in January 2021, as the Pfizer vaccine was being launched. She was in Intensive Care for 4 months with complications from Covid including collapsed lungs, sepsis, kidney failure & extensive deep vein thrombosis. She then spent a further 2 months in rehabilitation. She was referred to the Post-Covid Clinic one year later with breathlessness, persistent cough and joint pains. Now, two years after contracting Covid, she is feeling much better, no longer requires carers and can walk with one stick. However, the chronic lung disease still requires long-term steroids, which have in turn caused diabetes, so she still has a long way to go to return to her pre-Covid health.



NHS  
Your Covid  
Recovery

QR Codes for important  
links are now printed next  
to the article (as left)

## IN THIS ISSUE:

Long Covid	1
NHS App Setup	2-3
Newsround	2, 4, 6-11
You said ... We did ...	3
Your Appointment	4
Barnabas Patient Voices	5
Your Medicines	6
Make Healthcare Choices	6
Surgical Capacity Boost	6
Mental Health: Loneliness	7
What to Take to Hospital	8
GP Patient Survey	9
Bowel Cancer Screening	9
Doctor Diagnosis Codes	10
Reduced HRT Cost	11
Organ Transplants	11
Cost of Living Support	12
Child Mental Health Café	12

## New Arrival

The Practice is pleased to welcome another member of the Barnabas family. Dr Carey gave birth to a healthy baby boy in January. We are pleased for her and her husband, and send our good wishes and congratulations.

## Barnabas Patient Voices

### Next Meeting

Wednesday 15 March  
13:00; on Zoom

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

### Setting up the NHS App

We are aware that quite a few people have problems registering for, and setting up, the NHS App on their smartphone, tablet or PC. So here is a step-by-step guide. The process is tedious and rather repetitive – but bear with it!

#### Before you start

You will require the following:

- Your personal details
- Your NHS Number
- Your Passport or UK driving licence (full or provisional) or Full European driving licence



If you do not have these forms of identity ask your GP surgery for registration codes.

Now download the NHS App on your smartphone or tablet:

1. Open your App Store or Play Store.
2. Search for “NHS App” and select install.
3. After installing, select the app to open it.

#### Registration

You now need to register to the NHS App on your device:

1. Select “Create Account”. (If you already have an account select “Log In”.)
2. You will be asked if you already have an NHS account. Select “No”.
3. Then select “Set up an NHS Log In”.
4. Enter your email address and select “Continue”.
5. Again select “Continue” to set up the new NHS login.
6. To create an account you will need your NHS number or name, date of birth and postcode. Select “Continue” if you know this information.
7. Create a password and select “Continue”.
8. A code will now be sent to your email address to confirm who you are. Click the link in the email.
9. Now you’ll need to enter your mobile number. You will be sent a security number via text to confirm your mobile number. You will need to enter the code.
10. Once this is complete, you will be asked if you are happy to share your details from your GP Surgery with the NHS App. Choose “Yes” or “No” and select “Continue”.
11. You will now be asked for your photo ID (Driving Licence or Passport). Take a photo of your ID document and upload it as instructed.
12. Next you have to record a short video, “Continue”, and say the 4 numbers that are shown.



### NEWSROUND

#### Covid Update

Yes, unfortunately Covid is still with us. Despite this, and concerns about the new round of variants (especially XBB.1.5), the government have now stopped pretty much all reporting on Covid and all testing. They also announced that from Sunday 12 February Covid Booster jabs are no longer available. The specialist committee (JCVI) has however recommended an Autumn booster programme for those at higher risk.

*Source: NHS England & gov.uk*

#### Orthopaedic Surgery in NW London

Almost 2,000 people contributed to a public consultation on the proposal to develop a centre for inpatient orthopaedic surgery at Central Middlesex Hospital.

Overall, participants agreed the proposal for an elective orthopaedic centre for most routine surgery was a good idea. However when asked about the location at Central Middlesex Hospital opinion was divided with 39% agreeing and 41% disagreeing.

The two main concerns raised throughout the consultation related to travel to and from the hospital, and concerns about services at home for people following discharge.

## WHAT CAN WE IMPROVE ON?



You said ...  
*You find it difficult to book standard appointments for clinics, such as Diabetes, Asthma, and Bloods.*

We did ...  
*When you are due to attend a clinic, our clinical system now sends out a link inviting you. The link allows you to book your clinic appointment directly at a time and date suitable for you. Which means you no longer have to call the Practice.*

13. Click "Continue".
14. Type in your NHS number, if you know it; otherwise select "No".
15. Now input your details, including your postcode, and select "Submit".
16. You will then get a message saying "Thank you – we'll check your information within 2 hours".
17. Once you receive the confirmation email (check your spam folder if it doesn't appear), go back to the App and log in using your details. If there have been problems you may be asked to resubmit your documents.
18. Say "Yes" to "Do you have a NHS login", enter your email address and password, and select "Continue".
19. Again you will receive a security code to the mobile you used when you registered.
20. Enter the security code and select "Continue".
21. You will then get a message "We need to connect to your GP surgery". Select "Continue".
22. Go through the Terms & Conditions. Once you have read them, select "Yes" to accept.
23. Then you are asked to agree to the NHS terms of use, privacy policy and cookie policy (the cookie policy is optional). Once again, accept them.
24. You are now registered, and you can log in using your email address and password (or face, or fingerprint, recognition depending on your device).
25. You may need to ask your GP Surgery to release your records to the NHS App, this you can do by calling your surgery.
26. You should now be able to:
  - Access your GP health records
  - Link profiles to hospitals
  - Order repeat prescriptions
  - Get your NHS Covid Pass.

### What do you want in *Barnabas Bulletin*?

This newsletter is produced to help you, the patients of Barnabas Medical Centre.

*What would you like to see included?*

*What would most help you?*

*What is it about medical care you don't understand?*

Let us know and we will try to include something in a future issue.

Please email your ideas to Keith Marshall, [chair@barnabasvoices.org.uk](mailto:chair@barnabasvoices.org.uk) or leave a note at Reception.

### Preparing for Your Appointment

*Another in our occasional series looking at ways in which you can help yourself to get more from your consultation.*

What can you usefully do before your GP appointment?

- **Decide the most important thing affecting you** right now. Share this right at the beginning of your consultation so the GP can focus the discussion.
- Think about what you want from your doctor and **be clear in your own mind what you want to say**.
- **Make a note of your symptoms** (see below), worries, and things you want to discuss.
- Also note down the **questions you would like to ask**. It might help to focus on your two or three most important questions.
- **Make a note of all your medicines**: prescribed, over-the-counter, alternative medicines, and any supplements.
- **Take all these notes with you** to the appointment, and don't be afraid to refer to them.

What should you note about your symptoms?

- **What are your symptoms?** Write them down. Aches and pains may be obvious but think also about any changes you've noticed.
- **Do your symptoms follow a pattern?** Try to monitor how you feel over 24 hours. Do they vary with your menstrual cycle, meals, sleep?
- **When did the symptoms begin?**
- **Are the symptoms making everyday life more difficult?** If so, what is different, and how much.
- **What are you most concerned about?** Don't be afraid to say what you're worrying about.
- **Is there a family history which might be relevant?**

If you can do this, you will already have the answers to a lot of what the doctor is likely to ask, as well as having rehearsed what is important to you to discuss.



### NEWSROUND

#### Local Facilities List

Our patient group, *Barnabas Patient Voices*, maintain a list of many local facilities and services, and how to contact them. It covers everything from the Emergency Services and local hospitals to Post Offices and places of worship. The list is intended to help all our patients, but especially those new to the area.

The list has recently been revised and updated, with every entry being checked and many new entries.

The latest list can be found on the *Barnabas Patient Voices* website at <https://bit.ly/3lI2cyD>. If you require a printed copy then please ask at Reception.



Local  
Facilities List



Email Barnabas  
Patient Voices

#### *Barnabas Patient Voices*

##### Current Officers

Chairman

Keith Marshall

[chair@barnabasvoices.org.uk](mailto:chair@barnabasvoices.org.uk)

020 8864 7993

\*\*\*

Vice-Chairman

Harsha Mortemore

\*\*\*

Facebook Admin

Keith Marshall



## *Barnabas Patient Voices* Open Meetings

The upcoming dates for our 2-monthly Open Meetings are:

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*

*All patients are welcome*



Barnabas  
Patient  
Voices

## *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 upcoming dates are:

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*

### Plans for 2023 to 2025

Our current 2-year plan runs out at the end of the month, and over the last couple of months we've been deciding where we wish to focus our efforts over the next two years (beginning 1 April).

There are a number of activities which input to the plan. First, all our members were asked where they thought we should be focussing and what they would like the Practice to do; they were also asked how often, and when, we should hold meetings (see left). Naturally, those who attend our meetings get to exert some extra influence. The Practice also gets a say, as they often have projects with which they may like our help. The officers have a slightly bigger picture, and consequently may have in mind activity which would not occur to others. Then there are the things which were in the last plan but didn't get done; those which are still seen as worthwhile and achievable may make it into the new plan. And, of course, there are always things we have to do, like group governance.

From that you'll appreciate a certain amount of head scratching and thinking has been required. At the time of writing the plan isn't finalised, but the result should be a fairly high-level outline of what we want to do – the detail comes when activity starts. What I can say is that the plan will be in three sections: "Support the Practice", "Patients' Needs and Expectations", and "Group Activity and Governance".

I expect to present the draft plan to our Open Meeting on 15 March. If (or maybe when) it is approved the plan will be made publicly available on our website, <https://barnabasvoices.org.uk/>.

We are always open to useful suggestions for ways we can help the Practice improve healthcare for us all. If you have ideas, and they're not included in our plan, then do please drop me a note (see below) and we will consider them.

But remember: the plan is only what we would like to achieve. We have no power to compel the Practice to act on anything we say, or want. We have no teeth; just powers of persuasion.

*Keith Marshall, Chairman, [Barnabas Patient Voices](https://barnabasvoices.org.uk/)*

*Keith can be emailed at [chair@barnabasvoices.org.uk](mailto:chair@barnabasvoices.org.uk) or you may leave a note with Reception.*

*See also the BPV website, <https://barnabasvoices.org.uk/>*

## Understanding Your Medicines

The Patients' Association website has an article *Understanding Your Medicines*, <https://bit.ly/3XqFKlr>, which provides background information to help you understand medicines. The article suggests the questions you should ask any clinician who is prescribing a medicine for you.

The information includes the difference between prescription only medicines and over-the-counter ones; and between generic and branded drugs. There is general information on side effects and how to report them; what a medication review is and how to prepare for it. There are also links to other sources of information.

## Making Choices in Healthcare

[Our Health - Our Knowledge](#) (OHOK) is a website which offers a short online course designed to help people who are thinking about choices in healthcare. That includes patients, family members and carers, as well as those working in healthcare.

Patients are expected, and expect, to be offered a choice of treatments and where to attend for them. During a short appointment it can be hard to ask all the right questions, something which both professionals and patients can find difficult. And that's what this course addresses.

The course is in nine short sections on topics such as evidence and risk. It is free, you don't have to register, and it can be taken at your own pace. There is also a short, but helpful, [Glossary](#).

## Surgical Capacity Boost

Thousands more patients will benefit from surgery by next year as the NHS is creating dozens of new surgical spaces as part of the catch-up plan.

An estimated 780,000 additional surgeries and outpatient appointments will be provided at 37 new surgical hubs, 10 expanded existing hubs, and 81 new operating theatres dedicated to elective care. Surgical hubs are separated from emergency services in hospitals, so that operations continue, largely unaffected by increased pressure in other parts of the hospital.

Over the last year virtually all two-year waits for care have been eliminated, while December 2022 saw the backlog go down for the first time since the beginning of the pandemic.

## NEWSROUND

### Breast Screening Programme Don't Ignore It!

Women aged 50 to 71 are regularly reminded about the importance of breast screening. The numbers for show why.

In 2021-22 3.23 million women were invited for screening, with only 2.2 million (68%) taking up the offer.

Screening detected cancer in 20,152 (9.2 per 1000) of these women, a rate which has slowly increased from 8.1 per 1000 ten years ago.

*Data from NHS England*



Understanding Your Medicines



OHOK Course



OHOK Glossary



## NEWSROUND

## Ealing Befriending Service

Age UK Ealing offers a free telephone support and befriending service to older people in the borough who are lonely and isolated.

They can provide a friendly phone call up to three times per week, and a monthly visit by one of their team.

The volunteers provide companionship and support, and can offer information about local services and resources.

To access the service yourself, or refer a friend or relative, contact Age UK Ealing on 020 8578 2712, and select option 2 or visit their website at <https://bit.ly/3IRvN2U>.

The service is part-funded by Ealing Council.



Age UK  
Befriending  
Service



Every Mind  
Matters:  
Loneliness



NHS Mental  
Health Hub



Every Mind  
Matters:  
Urgent Support

## Mental Health Corner

## Loneliness

Loneliness is something that can affect us all, young or old, at any point in our lives. We might live in a busy city or a rural location, on our own or with others and still feel isolated and alone.

You should not blame yourself for feeling you are struggling, now or at any other time. Loneliness has no common cause. Sometimes it can be triggered by a life event or change in situation, or it may not be triggered by anything at all.

We all experience feeling lonely in different ways. Here are a range of practical advice and tips which may help you, or someone you know, if feeling lonely.

1. *Keep in touch with those around you* – talk to family and friends, even if only on the phone.
2. *Join a group* – find a group with a shared interest, whether online or offline.
3. *Do things you enjoy* – fill your time with activities that are fun for you.
4. *Share your feelings* – but don't compare yourself with others.
5. *Help someone else feel connected* — reach out to others; is there someone you know who may also be lonely?
6. *Invite someone along to activities near you* – find a free or low cost activity near you.

There's a lot more about these tips on the Every Mind Matters: Loneliness page at <https://www.nhs.uk/every-mind-matters/lifes-challenges/loneliness/>.

If you cannot reach out to friends or family, if you want to talk to someone in confidence, or if you know someone who may need some support, the page linked above lists many organisations which can help.

If you're experiencing stress, feelings of anxiety, or low mood, the NHS Mental Health Hub <https://www.nhs.uk/mental-health/> has advice, a self-assessment quiz, audio guides and practical tools to help.

If you are in urgent need of advice or support see the Every Mind Matters: Urgent Support Page at <https://www.nhs.uk/every-mind-matters/urgent-support/>.

Source: NHS Better Health: Every Mind Matters



### What Do You Need to Take into Hospital?

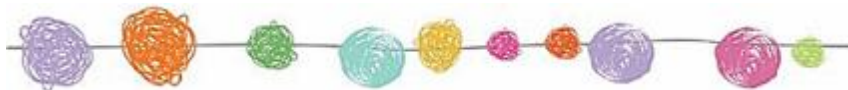
At some time or another we all get admitted to hospital. It is a different environment, and you're not well. So what do you need to take with you?

If you're whisked into A&E (and likely to be admitted) you probably won't be able, or have time, to gather things together, so you may want to keep a "grab bag" (just in case) otherwise you have to rely on there being a friend or family member who can bring you things sooner rather than later. Obviously if you're going in for a scheduled admission you'll have more time to get things together and organise people who can bring you things.

All hospitals are different, but here is a general list of what you'll likely want. The \*\* items are probably the most important in an emergency; so where possible keep spares of these in your grab bag – but do remember to rotate the medicines!

- Toiletries: soap, deodorant, shaving stuff (if relevant), hairbrush, period supplies (if relevant), face flannel and towel, toothbrush & toothpaste. All in a wash bag. \*\*
- At least a couple of clean pairs of knickers/briefs. \*\*
- Night clothes – your choice but hospitals do seem to prefer modesty! And some hospitals appear to prefer you to wear their gowns.  
(Tip: try to avoid tight waistbands especially if you're having abdominal surgery.)
- A dressing gown, slippers and some light-weight clothes for when you're up & about.
- (If relevant) your glasses or contact lenses; and cleaning supplies. \*\*
- (If relevant) your hearing aids; and spare batteries. \*\*
- Something to read, preferably a book or two. \*\*
- Mobile phone and charger; headphones if you want to listen to music. \*\*  
(Later on you may want a laptop or tablet; and charger!)
- Notebook and pen.
- A few days supply of your current medication. \*\*
- Small amount of cash and a debit/credit card.

Do NOT take valuables, large amounts of cash, or jewellery – they're a security risk and you won't need them!



### NEWSROUND

#### A&E Testing at Local Hospitals

Patients attending A&E at most London hospitals have been being routinely tested for HIV, Hepatitis B, and Hepatitis C. During 6 months of 2022, of those tested at Ealing and Northwick Park A&E, 12 people were unaware they had HIV, while 230 had unknown Hepatitis C, and another 223 had Hepatitis B. All have now been offered treatment.

*Source: Ealing Today*



#### IAPT Being Renamed

IAPT (Improving Access to Psychological Therapies) is the NHS group providing psychological therapies for people experiencing the common mental health problems of anxiety and depression. Now they're being renamed NHS Talking Therapies for Anxiety and Depression to better reflect their actual role.

You can access NHS Talking Therapies at <https://bit.ly/3IKJoZC>. You do not need a GP referral, but may self-refer.



NHS Talking  
Therapies



## NEWSROUND



GP Patient Survey

### How many medicines do we take?

In England, 1.14billion prescriptions were dispensed in 2021-2022 (that's around 20 items per person) costing a total of £9.69billion.

The most prescribed drug was *Atorvastatin*, used to treat high blood cholesterol, with 43.2million prescriptions.

The drug with the highest cost, at £401million, was *Apixaban*, which is used to treat blood clots.

*Data from NHS England*



## GP Patient Survey

Early every year the polling company Ipsos conduct a survey of patient views of GP services on behalf of NHS England. They invite a random sample of over 2m people to take part. The response rate is usually about 30%.

The GP Patient Survey is designed to give patients the opportunity to feed back about their experiences of their GP practice. It asks about your experiences of your GP practice and other local NHS services, and includes questions about your general health. The survey includes questions about a range of issues, such as how easy or hard is it to make an appointment at your practice, satisfaction with opening hours, the quality of care received from your GP and practice nurses, amongst other things. All responses are anonymous.

The results show how people feel about their GP practice and help the NHS and GP practices to improve local health services for everyone. So your views are important even if you haven't visited your GP practice in a long time, or if you have filled in a questionnaire before. This is your chance to influence your healthcare services.

If you have received a form, or invitation, either by post or by email, it is important that you complete and return it. The survey can be completed on paper (if you've been sent a form) or online.

Find out more at <https://gp-patient.co.uk/about>.

## Bowel Cancer Screening

People who have been sent a bowel cancer screening home testing kit are being encouraged to use it and return it. The NHS aims to increase uptake of screening so more people with bowel cancer are diagnosed at the earliest stage, when they're nine times more likely to be successfully treated.

Currently just over 70% of people participate in the screening, but that means almost 30% aren't returning their test kit.

Each month the NHS posts out over half a million free Faecal Immunochemical Test (FIT) home test kits to eligible patients. The FIT kit detects small amounts of blood in stool before someone may notice anything is wrong.

Those aged 60 to 74 are automatically sent a FIT kit every two years; and the starting age is being reduced to 50 by 2025.

The latest FIT kit is quicker to use than the previous home screening test kits and requires just a single sample which is mailed back free of charge for testing at an NHS lab.

### What has the Doctor Diagnosed?

Doctors keep notes of your consultations, test results etc.; and they write to other doctors. These notes and letters are often written in code – not to confuse us, but more for speed and simplicity of communication between professionals.

We are now entitled to see all our medical records and we get copies of most letters, but to understand them we need to know what some of the doctors' code means.

Here are a few codes about their diagnosis and what they found. First, how did they do the diagnosis.

c/c	chief complaint; the main thing that's wrong
p/c	presenting complaint; what you are complaining of
Hx	history; anything that happened in the past
Ix	investigations; what to check out or test for
o/e	on examination; what we found when we looked
Dx	diagnosis; this is what we discovered

In the process they'll likely note a few basic things about you.

BMI	body mass index; a measure of obesity
Ht	height
LMP	last menstrual period
Wt	weight

So what did they find?

#	broken bone; fracture
AF	atrial fibrillation; irregular, often abnormally fast, heart rate
DVT	deep vein thrombosis; blood clot in a vein, usually the leg
MRSA	methicillin-resistant <i>Staphylococcus aureus</i> ; bacteria that are resistant to several widely used antibiotics
NoF	neck of femur; the top of your large leg bone where it joins the hip – so # <i>NoF</i> would be a broken hip.
ROSC	return of spontaneous circulation; the heart restarted
STEMI	ST-segment elevation myocardial infarction; heart attack
UTI	urinary tract infection; infection of the bladder, kidney or associated plumbing
VTE	venous thromboembolism; a blood clot in a vein

Of course we always hope they find

NAD	nothing abnormal discovered
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We'll return to abbreviations in future issues.

### NEWSROUND

#### Prescriptions in Pregnancy

Pregnant women are entitled to free medication if they have a maternity exemption certificate.

Pregnancy only qualifies women in England for free prescriptions if their midwife registers them for a maternity exemption certificate. And pharmacists are legally required to request the certificate when dispensing medication.

Without the certificate patients must pay for their prescriptions. But too often two things appear to go wrong: midwives make errors applying for the certificates, or forget to apply at all; and pharmacists don't ask for proof of exemption.

Women who aren't provided the certificate may claim free prescriptions without realising they are not eligible. They can then face backdated bills for their medication, plus fines of up to £100 per item.

And, yes, the NHS does check! Last year, the NHS Business Services Authority, who check patients' right to exemptions, sent out over 38,000 letters questioning the eligibility of women who claimed a maternity exemption. Over 80% of those subsequently received a penalty charge notice because they could not produce a valid certificate.

## NEWSROUND

**Act FAST on Stroke**

A stroke is a serious life-threatening medical condition that happens when the blood supply to part of the brain is cut off. They are a medical emergency. Look out for:

Face – may have dropped one side, or the person may not be able to smile

Arms – the person may not be able to raise both arms and hold them there

Speech – may be slurred or garbled; or may not be possible at all

Time – to call 999 immediately if you see any of the above

If you suspect someone of having a stroke, call 999 immediately and ask for an ambulance.



Cost of HRT  
Prescriptions

**Reducing the Cost of HRT**

Reducing the cost is just one of the steps being taken by the government to improve access to HRT.

From 1 April 2023, women prescribed HRT will have access to a new scheme allowing a year of menopause prescription items for the cost of two single prescription charges (currently £18.70) via a Prescription Prepayment Certificate (PPC).

As part of commitments to reduce the cost of HRT for menopausal women, the PPC will be valid for 12 months. It will be useable against a long list of HRT items, such as patches, tablets and topical preparations. There will be no limit to how many times the certificate can be used while it is valid.

Women will need to apply for the PPC through the NHS Business Services Authority or in person at a pharmacy registered to sell PPCs. Once granted, the PPC will be available for use immediately on or after 1 April 2023. When collecting HRT products, patients will be able to simply show the digital or paper copy HRT PPC to the pharmacist and complete the exemption declaration on the NHS prescription form.

There's more information, including the list of items for which the HRT PPC will be valid, at <https://bit.ly/3YiGxvP>.

**Improvement to Organ Transplants**

The government has accepted recent recommendations to improve the system of organ transplants.

There are currently around 7,000 patients on the active transplant list, who suffer life-threatening conditions with physical and psychological burdens.

The expectation is that patients waiting for transplants will benefit from changes to the organ transplant services designed to better match donated organs with recipients, increase the number of transplants, and improve the patient experience.

A key element to making the most of donated organs is better co-operation between transplant centres. During the pandemic, transplant centres improved their communication with each other so organs went to the most suitable patient rather than simply the one who lived closest. This will be built on to increase the chance of successfully matching donated organs to patients.

### Cost of Living Support

We are all painfully aware that the cost of living continues to increase every week, and many are struggling to cope. However there is help available from a number of sources including Ealing council, GLA and central government.

If you need help then the following are worth looking at:

- Ealing Council "Cost of Living & Support" webpage: <https://bit.ly/3IZNvIA>
- Ealing Council leaflet "Coping with the Rising Cost of Living": <https://bit.ly/3EtMbEf>
- Ealing Advice Service: <https://ealingadvice.org/>. EAS can assist with many areas, not just the cost of living.
- London Cost of Living Hub: <https://bit.ly/3kkzwwu>
- National Benefits: <https://bit.ly/3Eu8sSf>
- National Help with Energy Bills: <https://bit.ly/3ln0mfs>

If you don't have online access, or need urgent help, in the first instance you should call Ealing Council on 020 8825 7170.



Ealing Council  
Cost of Living



London Cost of  
Living Hub



Ealing Cost of  
Living Leaflet



Benefits



Ealing Advice  
Service



Help with  
Energy Bills

### Mental Health Café for Children & Young People

[Circle](#) is a new crisis support café, at 46 South Ealing Road, Ealing to help children and young people who are experiencing, or nearing, a mental health crisis. It provides drop-in and appointment-based specialist mental health support 365 days a year. Circle has its own dedicated space specially designed to create a welcoming, calm, and safe space with café facilities for local children and young people. The service is run by Mind and staffed by highly specialised Crisis Support Navigators.



Barnabas  
Medical Centre



Circle Café

### Barnabas Medical Centre

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020 8864 4437

email: [admin.barnabas@nhs.net](mailto:admin.barnabas@nhs.net)

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

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#### 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

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#### Doctors

Dr Harpreet Kooner (m)

Dr Harjeet Bhatoa (f)

Dr Elizabeth Fong (f)

Dr Rajee Navaneetharajah (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

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#### [Barnabas Patient Voices](#)

Chairman: Keith Marshall

020 8864 7993

[keith@barnabasvoices.org.uk](mailto:keith@barnabasvoices.org.uk)

<https://barnabasvoices.org.uk>

[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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