

THE STANMORE INFORMER

THE NEWSLETTER FROM THE PATIENT PARTICIPATION GROUP

Spring / Summer 2015
Issue 2

www.stanmoremedicalcentre.co.uk

Message From The Chair

We are constantly being told by the media that the NHS is struggling to meet demand, but are we as patients demanding too much? In a recent survey there is no doubt that our Doctors are being pushed to the limit.

Your Patient Participation Group is there to represent the views and needs of the patients and will act on your behalf as a liaison with the Practice, however, we have to remember that we are all human, especially the Doctors and the Practice staff who I know for a fact are all doing their very best.

We know that you may have difficulty getting through on the phone, and yes, it is engaged for a while especially first thing in the morning. However, there is always a full capacity of staff answering your calls behind the scenes but sometimes it is inevitable that the demand is higher than the capacity. We currently have in the region of 13,500 patients in the Practice. To this end we have discussed the possibility of extra phone lines being installed, and whilst this has not been rejected, the only outcome will be that you may get through, but you will have a longer wait time in the queue for your call to be answered. If your call is not urgent, please try later in the day or book your appointment online.

Please bear in mind that the Receptionists are working extremely hard and do want to help us, do deserve to be treated with respect and yes, we all know how frustrating it is when we can't get the appointment we want, but they are not trying to be obstructive, they really would like to help. As a patient myself, I have witnessed some unacceptable rudeness to the staff and it really is upsetting. I know for a fact that the Practice has been trying to employ more Doctors, but for anyone who saw the BBC1 programme 'Inside Out' on March 2nd, will understand the problem. So for the time being, please be patient, it will get better

Our new text messaging reminder service for appointments is now up and running, so please ensure the Practice has your mobile number.

Finally, if you would like to come along to any of our Group meetings which take place 4 times a year, to see the work we are doing on your behalf, please contact me by email: ppg.smc@nhs.net and I will be pleased to give you further details.

Sally Benson - Chair
Patient Participation Group
Stanmore Medical Centre

PUT PATIENTS FIRST



Patient care is being undermined by a growing crisis in general practice. GPs are struggling to cope with the rapid growth in the number of patients needing care. Yet the share of NHS resources spent on general practice is falling year on year and now more than 80% of GPs say they have insufficient resources to provide high quality patient care. **Put Patients First: Back General Practice** is our campaign to put an end to this crisis and safeguard patient care.

We are calling for a UK wide increase in the share of funding that goes into general practice from 8.4% to 11% of the NHS budget by 2017. This Investment will transform care for patients and benefit the NHS as a whole by alleviating pressure on our hospitals and providing cost effective care close to home.

Support our campaign

Visit the **Put Patients First: Back General Practice** campaign website on www.facebook.com/rcgp.org



I don't like being asked at reception about the 'nature of my problem' in front of a queue of other patients—it's very personal.

If you'd rather not discuss this, that's fine, but we ask so that the Receptionist can best deal with your query. You can always request to speak to them in private at a separate window.

DO YOU REALLY NEED A&E?

PHARMACIST

Your Pharmacist can provide you with free confidential advice for a range of common conditions and illnesses.

YOUR GP

Your GP is always the best place to go with non-urgent, non-life threatening illness.

NHS 111

Dial 111 for fast, reliable medical help and advice for a non-life threatening emergency. NHS 111 is available 24/7, 365 days a year. Calls are free.

NHS WALK-IN CENTRES

Walk-in centres offer treatment and advice on the spot, no need for an appointment

Pinn Medical Centre,

Love Lane, Pinner. HA5 3EE
020 8866 5766.
Open 365 days a year
8.00am — 7.30pm

Edgware Community Hospital,

Burnt Oak Broadway, HA8 0AD
020 8732 6459
Open everyday 07.00am—21.00pm

URGENT CARE CENTRE (UCC)

UCCs are alternative to A&E. They treat minor injuries and illnesses that require urgent treatment.

Your nearest UCC is at Northwick Park Hospital and is based within the main entrance to the A&E department. They are open 24 hours a day, 365 days a year.

A&E

Accident and Emergency departments are for **EMERGENCY** care only. They should only be used for serious illness and critical life threatening situations. Dial 999 or go to your nearest A&E unit at Northwick Park Hospital

CQC Inspection



Back in February 2015 CQC (Care Quality Commission) came to inspect the services provided by Stanmore Medical Centre and the premises at Crowshott Avenue. Their report is now available to view in both surgeries and via our website (see the CQC page for the link).

A spokesman for Stanmore Medical Centre said:

“We take patient care extremely seriously so we have put an urgent action plan in place and have already made a number of changes to address the issues highlighted by the CQC. While we work urgently to complete these improvements, it is important to reassure local people and repeat the CQC’s view that this Practice meets and understands local needs while offering a service patients say is caring, considerate and helpful”.

If you have any questions or concerns regarding this, please do not hesitate to contact the Practice.

Missed Appointments

How many appointments were missed during April 2015?

297

That is the equivalent of **49.5** hours of clinical time.

Recruitment

We are currently in the process of recruiting Doctors & Nurses and would ask you kindly bear with us while we go through this process of finding the right person for the team.

Friends & Family Test

If you have visited the surgery recently and would like to give us some feedback, please complete the short Friends & Family Test survey. Copies are available in reception.

Alternatively you can complete this survey online via our Practice website.

Thank you.

Change of personal details

If you have recently moved and are still within our advertised catchment area, or if you have changed your landline or mobile number, **please let us know!**

You can download a form from our website (Change of Personal Details) or ask at Reception. Changes are usually made to our system within 5 working days.

If you are changing your name, you will be required to bring evidence of an official name change (eg a marriage certificate). Ask at Reception if you are unsure of what to provide us.



Introducing the Harrow Patient Participation Network (HPPN)

Recent changes in NHS legislation have put greater emphasis on the requirement for health and social care professionals to listen and respond to patients. In Harrow there are around thirty-five GP practices, with the majority having an established Patient Participation Group (PPG). These groups meet on a regular basis to discuss their respective surgeries, and other allied matters. Until recently each group was quite isolated, thus creating a situation where across the Borough there was little in the way of exchanging information or recounting the experiences of patients.

In order to address this short-coming, the Harrow Patient's Participation Network (HPPN) was established earlier this year, and now operates as an umbrella organisation for all Harrow patient groups. Currently the HPPN represent over 200,000 patients and meets to share ideas, offer support and where appropriate provide mentoring for newly established groups. We also have close contact with the **CCG, Healthwatch Harrow, Harrow Carers**, and other health and social care providers. As the Network establishes itself, we hope to play a pivotal role in the strategic planning and implementation of Harrow's NHS services.

The HPPN is 'trail blazing' a new approach to improving communication between the local CCG, NHS England, surgeries and patients. We are passionate about the delivery of quality health care—if you too have a passion to make a difference, and would like to learn more about the work of the HPPN, or your local patient group, please contact us at: hppn.info@gmail.com

Robert Pinkus, Chair

Travel vaccinations

If you are travelling abroad, you may require vaccinations before you go. If so, please contact

Reception who will take details of your travel and advise you of the next steps. The Practice Nurse will review the details of your travel and your immunisation history to decide what, if any, vaccinations are required.

It may not always be possible to arrange a convenient appointment at the Surgery. Travel vaccinations can be obtained from local private clinics, or outlets such as pharmacies in Superdrug etc.

Reception will be happy to advise you of where you can go should we not be able to accommodate your requirements.



Smart Swaps

Have you made yours yet?

Making one small fat and sugar change in your family's diet will make a big difference. Sign up today and every day for 4 weeks Change 4 Life will send you free healthy tips and tasty recipes to keep you on the road to success.

www.NHS.uk



Electronic Prescribing Service (EPS)

EPS is now active at the Practice. If you are a patient on regular medication you can nominate a pharmacy to receive your prescriptions. This pharmacy could, for example, be close to your place of work therefore making it easier & convenient for you.

Visit your pharmacy of choice to 'sign up' with them, we will be notified and your records updated so that all future prescriptions are sent to them .

APPOINTMENTS

Appointments with Doctors and Nurses are available up to 4 weeks in advance. (including the current week).

Appointments go onto the system 1 week at a time on a rolling weekly basis.

When you are making your appointment online, it asks you to put a reason for your visit. Whilst typing your reason for attending we understand that you are losing the appointment.

To make it easier for you, just type your initials. As long as there is something in the field, the system will allow you to book.

Appointments for booking online or on the automated telephone system are released at the following times:

6.45pm for the **NEXT** day
(Monday to Thursday only)

8.00am for the **SAME** day
(Monday to Friday)

Although you are registered with a particular Doctor, or may have a 'Named GP' you are free to consult with any Doctor or Nurse of your choice. Appointments will be offered based on the availability of your chosen clinician.

We are now using patient text, and the system has been live since March 2015. This is a **free** service to patients.

Receive a text reminder 48 hours before your appointment. Don't need it any longer? Can't make it? No problem! Text back the word **CANCEL** (before your appointment time!) and the system will cancel it for you.

Not receiving our texts? Please check with us to make sure we have your current mobile number.

Don't forget our online services, where you can make, check or cancel an appointment, request your repeat medications or view aspects of your medical records.

For those with smartphones, there is a 'Patient Access' app that you can download, and use while you are on the move.

Need to see a Doctor urgently?

If you wake up feeling unwell, and have not been able to make an appointment via the automated or online facilities, please call the surgery as early as you possibly can to speak to a member of the Reception team.

You will be given a time to go to see the Duty Doctor at **CROWSHOTT AVENUE**. This is not an appointment, and your wait time may depend on how busy the surgery is that day.

There are no urgent clinics at William Drive. All consultations are by appointment only.