

# THE STANMORE INFORMER

## THE NEWSLETTER FROM THE PATIENT PARTICIPATION GROUP

Autumn 2015  
Issue 3

[www.stanmoremedicalcentre.co.uk](http://www.stanmoremedicalcentre.co.uk)

### Message From The Chair

Autumn is upon us and your Patient Participation Group has been producing The Stanmore Informer now for a whole year. As a group we have been active for some time and we hope some of the changes we have achieved are benefitting us all.

Patient Participation Groups have been in existence for quite a while but despite us having in excess of 13,000 patients here at Stanmore Medical Centre, only a few have come forward to join us. Why not consider participating yourself?

Our aim is to give us, the patients, a voice and the chance to put forward ideas and suggestions to the Practice in the hope that we can make things better. Sometimes just a small change can make a big difference. To this end, we liaise with the Management and Senior Partners to implement these ideas.

As a result of these meetings, we have had the introduction of the text messaging appointment reminder service which has resulted in a fall in the number of DNAs (did not attend) or missed appointments. That missed appointment could be the appointment that **you** need one day, so we consider that a very important step.

We have also requested that the reception staff wear their ID name tags so that we know to whom we are speaking when we stand at the desk with a personal problem. We are pleased to see that this is now done.

So if you feel you would like to be part of our group, or you have some constructive suggestions, please do get in touch. You can either leave a name and contact number at Reception, or email [ppg.smc@nhs.net](mailto:ppg.smc@nhs.net) and we will get back to you. We meet on a quarterly basis and look forward to hearing from you and helping us to make a difference.

**Sally Benson - Chair**  
**Patient Participation Group**  
**Stanmore Medical Centre**

### Rest In Peace

It is with very great sadness that we wish to let our patients know of the passing of a member of our Reception team.

Anne Poulton started work with us in 2008. She was a very caring and dedicated member of the team. Anne would always go out of her way to help both patients and staff and always gave that little bit extra. She was very intuitive and was often heard having deep conversations with patients who needed a little extra 'TLC'.

She had a fantastic sense of humour and her laugh was infectious.

Anne was dearly loved by all the staff and we will miss her more than words can say.

### And our thoughts are with ...

It is with deep sorrow that we inform you that Dr Gerrard's Mother recently passed away.

She is currently away from the Practice on compassionate leave, and we thank you all for your understanding during this very sad time for her and her family.

We hope you will join us in welcoming her back to work soon.

### Condolences

The members of the Patient Participation Group and I are deeply saddened to hear of the passing of Anne. She will be sadly missed. We would also like to express our sincere condolences to Dr Gerrard on her recent sad loss.

Sally Benson  
Chair, Patient Participation Group



## Electronic Prescribing Service (EPS)

Don't forget that EPS is active! If you are a patient who is on regular repeat 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 .

## Carers Support Group Coffee Mornings

Are you a carer?

Are you caring for your husband or wife? Or maybe you have a son or daughter who has some medical problems. Maybe you have a frail or sick parent, brother or sister living with you and are responsible for their wellbeing and their safety.

Sometimes we feel that our role is a very lonely one and this is why we, your Patient Participation Group has set up the Carers Support Group Coffee Mornings so that you can get together with others over a cup of tea or coffee and have an informal chat to know you are not alone, and to learn how others cope with similar problems.

The Group meets on the last Tuesday of every month at 1030-1130am at the William Drive surgery on the first floor. You are very welcome.

If you have any questions, please leave your details at Reception and a member of the Committee will contact you with further information.

Don't put it off ... do it now!!



## 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

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

## We're Having a Facelift!

You may have already noticed some of the improvements taking place at our surgery in Crowshott Avenue.

Work has commenced on the new flooring over the summer. All clinical rooms are done, as well as the waiting room and ground floor public areas, and will continue over the coming weeks on the remaining floors.

The walls will also be getting a lick of paint, and we are awaiting delivery of our new seating for the waiting area.

We are carrying out all works over the weekends to ensure there are no disruptions to our usual service.

We hope you will be pleased with the new appearance.



## Meet the Doctors ....

In this edition, we meet Dr Gould, Senior Partner.

"I grew up in Stanmore and attended Aylward Primary School. I then went on to be educated at Haberdashers Boys School.

I did my medical training at Westminster Medical School which is now part of Imperial College London.

I started at Stanmore Medical Centre in 1990 as a Partner with my father, Dr Allen Gould.

My special interests, in addition to all family medicine, include Neurology, Learning Disabilities, Diabetes, Cardiology and Gynaecology.

I am a Clinical Assistant in Neurology at Hemel Hempstead Hospital and provide the Headache Clinic services for all of Harrow."



## Comments & Feedback

As ever, we are always open to receiving your comments and feedback. We encourage you to complete a 'Family & Friends' short survey in the surgery (or you can do it online via our website). Alternatively you can leave comments on the NHS Choices website [www.nhs.uk](http://www.nhs.uk) or just drop us a line at the Surgery.

## Appointments

We would like to take a moment to remind you all about booking with our clinicians.

Appointments are available up to 4 weeks in advance, and go on the system on a rolling weekly basis.

All Nurse, Phlebotomist and Healthcare Assistant appointments are to be booked via Reception.

Doctors appointments can be booked online.

Appointments are available up to 4 weeks in advance, or release as follows:

- 645pm Monday to Thursday evenings for the next day
- 800am Monday to Friday mornings for the same day

If you need to be seen **urgently** and have been unable to make a routine appointment, please speak to a member of the Reception team.

## CQC Update

Following their visit in February this year, a lot of work has been going on behind the scenes to make the recommended improvements and changes.

Much of this may not be noticeable to our patients, but the staff have been working long and hard to address the issues raised in their report.

It has been a hectic (and somewhat stressful!) few months.

We are expecting to be visited by the CQC team again any day now!

Wish us luck!!

# FLU 2015/16 CAMPAIGN

Yes it's that time of year again at The Stanmore Medical Centre. We cannot emphasise enough the importance of getting vaccinated in order to protect yourself this Winter.

Influenza is an acute viral illness that spreads easily from person to person. It circulates worldwide and can affect anyone of any age.

Vaccination is the most effective way of preventing infection.

If you are entitled to receive a flu vaccination, please contact the surgery as soon as possible to make an appointment. We are running clinics at various times of the day at both sites.

The nasal flu vaccine is again available to 2/3/4 year olds (as of 31 August 2015). We are currently awaiting supplies, and expect these to be with us the 2nd or 3rd week of October. Please contact us nearer the time when we will (hopefully!) have more information to give you.

## Are you?

- Aged 65 or over
- A carer
- Have a chronic disease or illness
- Pregnant
- Living in residential care or nursing homes

**Contact us now and make your appointment!!**

If you are unsure of your eligibility, please call us to discuss.

**020 8951 3888**

**FLU ISN'T THAT SERIOUS**

**...IS IT?**

Some people are at higher risk of very serious illness or even death if they develop flu. That's why the Department of Health recommends a flu vaccination every year for people who:

- have diabetes
- are pregnant
- are aged 65 and over

or those with some long-term conditions affecting:

- the lungs
- the heart
- the kidneys
- the liver
- the brain or nervous system
- the immune system
- the spleen

**YOU vs FLU** Get the facts. Get protected.  
www.flu-prevent.co.uk

**sanoofi pasteur MSD**  
Provided by Sanofi Pasteur MSD

Reporting of side effects. If you get any side effects, talk to your doctor, pharmacist or nurse. This includes any possible side effects not listed in the package leaflet. You can also report side effects directly via the Yellow Card Scheme at: www.mhra.gov.uk/yellowcard. By reporting side effects you can help provide more information on the safety of this medicine.