

THE STANMORE INFORMER

THE NEWSLETTER FROM THE PATIENT PARTICIPATION GROUP

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MESSAGE FROM THE CHAIR

It's now that time of year again when we wonder how the last 12 months just flew by and we are now in 2016. Are they making the years shorter these days? It certainly feels that way.

On behalf of the Patients we would like to wish the Doctors and all the staff and very Happy and Healthy New Year and to thank them again for all they do for us. We also wish all our fellow patients good health and happiness for the year ahead.

Now for the serious bit. I would like to draw your attention to a recent article in the press which commented on patients' tetchiness when waiting a long time to see a Doctor. It stated that the only way to be seen on time would be for everyone to have their consultation terminated after 10 minutes regardless of whether they have received a diagnosis or had their medication prescribed. So should the Stanmore Medical Centre take this up? NO THANK YOU is the short answer!

The Patient Participation Group has been informed about recent aggressive and rude behaviour by registered patients directed at the Receptionists. Yes, we may have to wait a long time to be seen, and yes, we may be feeling unwell—perhaps even fearful, and we are often very stressed when we enter the consulting room, but this is no excuse for unacceptably rude behaviour which is very upsetting for the Doctors and the staff who work extremely hard to do their best for us.

The Stanmore Medical Centre Patients Participation Committee who produce this newsletter fully support the practice's policy of zero tolerance for any kind of abuse, verbal or otherwise.

If you are kept waiting past your allocated appointment time, please stop and think that it might be you next time that needs that extra few minutes with the Doctor. So don't stress; just pick up a copy of the Stanmore Informer and catch up with all the news!

Best wishes, Sally Benson, Chair

HAVE YOU HAD YOUR FLU VACCINE YET?

We still have flu vaccines available, so if you have not had yours done yet, please ask at Reception.

Examples of those eligible are:

- Over 65s
- Long term conditions
- Carers

THANK YOU

The staff of the Stanmore Medical Centre would like to thank our patients for the Christmas cards & gifts that were so kindly given to us.

Happy New Year



@stanmoremc

Ways to improve care

In Harrow, health and care professionals are working together to improve the care you receive. Those directly involved in your care will be able to see relevant information about you, so you can receive joined up care.

This ensures that when you visit your GP practice, the hospital, or get support in your community or at home, your care professional such as your GP, hospital doctor, district nurse or social worker has the right information about you at the right time. Your consent is required for information to be accessed by hospitals, social care, mental health and community care organisations. Information will NOT be shared or sold to anyone else.

Your choices

If you are happy to share your information:

- Information about you is shared with health and care professionals providing care to you.
- **Information (without your personal details) is shared anonymously with health and social care organisations to plan local services and improve care for everyone.**

The benefits

You can talk to your health and care professional about sharing your information but here are some of the benefits:

- You only need to tell your history once
- You avoid unnecessary appointments and tests
- You can be more involved in decisions about your care

CARERS SUPPORT GROUP COFFEE MORNINGS MEET ON THE LAST TUESDAY OF THE MONTH AT WILLIAM DRIVE AT 10:30am



Are you a carer? Perhaps you don't think of yourself as 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 it all feels too much and the caring role can feel very lonely and overburdened. This is why we at Stanmore Medical Centre have set up this group.

The Carers Support Group meet on the last Tuesday of each month at William Drive from 10.30—11.30 am and you are very welcome to come and have a chat over a cup of coffee with other carers and meet some of the Committee Members who are fully experienced carers themselves. This group was formed approximately 6 months ago and has proved extremely successful.

If you would like to come and join us please leave your details and a contact number with reception and either Godfrey or Judy will contact you.