

The Bedford Park Surgery

SUMMER

newsletter



Dear Patients

So summer days are with us again with longer hours of light and some glimpses of the sun now and then. We haven't been hit by "Lucifer", the heat wave that is being experienced by the rest of Europe but then perhaps that's the Brexit effect of us being shifted out of the EU including their weather. In any case, please do remember to keep safe in whatever sun we do get especially the elderly and the children.

TRAVEL ADVICE FOR HOLIDAYS

We are currently experiencing a shortage of the Typhoid vaccine which is short in supply. There are also signs on the horizon of shortages of the Hepatitis B vaccine. We are simply awaiting instructions from our suppliers on the dates of the next deliveries however, please can you make sure when you book in for a travel check, to be aware of these shortages. You may be asked to seek inoculation privately elsewhere in one of the travel clinics. Once we have more news, we will share this on the website and APP.

Please also remember to allow plenty of time to book your travel vaccines as leaving it to the last minute may mean no appointments and having to go privately to a travel clinic.

FLU CLINICS

We are expecting our delivery of flu vaccines on Fri 22 Sep 17. There will be some clinics below for patients to have their flu vaccines but please remember, these are for those patients who fit the eligibility criteria. We are currently waiting for the guidance on the children's nasal vaccines with regard to the age groups. We think it to be 2 and 3 year olds. Once this is definitive we will put in two clinics for the children.

Private patients will be asked to pay £20 for a vaccine.

ELIGIBLE PATIENTS

Asthma

COPD

Heart disease

Over 65 years old

Auto immune disease e.g. HIV/ AIDS and other lung related conditions, MS, Parkinson's

Pregnant women

Diabetic patients

Carers of patients

Seriously overweight e.g. BMI over 40

FLU CLINICS – to be booked in advance

THURS 28 SEP – PM

FRIDAY 6 OCT – PM

SAT 7 OCT WALK IN 9.30 – 11.00am (no appt necessary)

MON 9 OCT – AM

THURS 19 OCT – AM

MENINGITIS ACWY VACCINE FOR UNIVERSITY STUDENTS

The meningitis ACWY vaccine is available to be given to students aged 14 – 25. Most students will be getting this at their school however if your child is heading to university, you should ask them to book for the vaccine before they go in September. It's better to have had the vaccine as things are very busy when starting university life and finding a new GP is not always the top of priorities. The appointments to have this vaccine can be made with the practice nurse.

PRIVATE PATIENTS BLOOD TESTS

Please can any patient who is registered as a private patient remember that if they are having blood tests done, these are expected to be paid for. We use The Doctors Laboratory to process all private blood tests and the patient will be invoiced or charged for the cost of these directly.

For any female patients who wish to have a smear test and they are not due, this can also be arranged privately but there is a charge for this by the laboratory.

ELECTRONIC PRESCRIPTIONS

We still have many patients who have not signed up to electronic prescribing. Please can you speak to your local pharmacist to sign up to the electronic prescribing as soon as you can as this holds a major advantage in that your prescription will be sent electronically to the chemist. There will be no need to come in and collect the prescription from the surgery.

MEDICATIONS BRAND AND GENERIC / HOSPITAL PRESCRIBING

We have recently had many patients who have come in and requested medications from hospitals which are a brand name and expect the surgery to prescribe the same drug automatically. We are governed by the rules of the Ealing Commissioning Group and we have to follow their protocols for prescribing. If a drug is on a red list or not part of our formulary, we are not allowed to prescribe this. Hospitals are aware of our restrictions and it is their responsibility to assume the responsibility of prescribing just such medications and not ask patients to get these drugs from their GP. If however we do receive a request of this nature we will ask the patient to go back to their Consultant to obtain the medication. We will not be prescribing the medication if there is an issue with the Brand or Generic names or are not part of our practice formulary. It's best to check this with the Consultant before coming to us to re prescribe.

PLANS TO REDUCE WASTE OF MEDICATIONS

Our local NHS is facing challenges as demand for healthcare is constantly rising as the population gets older, chronic and complex health conditions become more common and expensive treatments become available. However the budgets are not increasing at the same rate.

One of the proposals to save costs and money is focusing on changes to prescriptions. We believe that this is an area where we can do things better and help to save money without affecting the quality of patient care. There are three initial proposals being rolled out to help save money in the prescribing area.

Human factors that can lead to waste medicines include

Patients

- Not taking all the medicines they are prescribed (NICE states that between a third and a half of medicines that are prescribed for long-term conditions are not used as recommended).
- Not telling their GP that they are not taking a medicine(s) on their repeat prescription.
- Getting medicines dispensed that they don't intend to take.

Some things patients can do to reduce waste is:

1. For minor illnesses patients can buy over the counter medications without a prescription which are widely available at the local chemists and are mostly cheap to buy.
2. Patients should try and or their carers, to order their own repeat prescription. This will reduce waste, increase safety, increase patient control of the process and save costs. Nobody knows better than the patient which medications they are running out of and this prevents over ordering or hoarding of drugs that will run out of date eventually. If patients cannot order via the recommended methods then they should try and order via a chemist.

In conclusion if we don't make these changes now, we could be forced to make savings in other areas. This could mean longer waiting lists for appointments and surgeries and things like fewer cardiology consultations, fewer community nurses, fewer physiotherapy appointments, fewer GP appointments, fewer pediatric surgical operations and fewer heart operations.

Please try and help the NHS in reducing this waste in prescribing to ensure the funds saved can be allocated to other more important areas.

FRIENDS AND FAMILY COMPLIMENTS

We would like to share some positive comments that patients have been making in the past few months about the surgery. We encourage patients to put in their comments by filling out the Friends and Family comment card that can be found on the reception desk and pop this in the box. Its anonymous and can help us in improving our services. We thought we would get a few nice and positive comments from some of our patients for everyone to see. Please read on below.

"Professional service in a timely manner with good staff"

"Always had a brilliant service. Thank you for looking after me. xx"

"Great practice. But new ongoing video player with credit card etc information can be annoying and unrelaxing especially if one feels ill."

"Everyone here is lovely. Receptionist, nurse and Doctors. We are lucky to have this surgery."

"Very helpful, friendly and efficient practice.."

"Practice knows me and recognises me by name. Have been registered here for 40 + years and through all the changes still trust the staff to treat me with efficiency and with kindness.."

"Great service...doctors really take time and listen to you. Thank you.."

"Was able to get an appointment on the day to see the doctor about my condition. Very good. Also I requested my prescription on Thursday evening and the medicines were waiting for me on Friday afternoon. Well done!"

Thank you for all the comments, the good and the bad so we can maintain our good work and keep it up for all our patients.

DNA (non attendances of booked appointments)

The DNA rate for the months of May June and July 2017 can be seen below with the total time wasted of **1520 minutes** which is **25 hours** of clinical time wasted over 3 months:

Staff	Slot Type	Time Wasted (Min)
Dr Locum GP	ADVANCED BOOKED	30
Ms Noko Masenya	ALL APPTS	780
Dr John Keen	ADVANCED BOOKED	10
Dr Charlotte Mendes Da Costa	BOOK ON DAY	250
Ms Sarah Bangura	Nurse appts	190
Dr Giovanna Hornibrook	ADVANCED BOOKED	260

Don't forget the surgery will be closed for the Bank Holiday weekend on Monday 28 August 17. In case of emergency please contact NHS 111.