

The Bedford Park Surgery

SPRING

newsletter

Dear Patients

Wishing you all a very Happy Easter and welcoming all patients into the Spring season full of April showers, May flowers etc. We can say goodbye to the colder months of winter and hope to see more of the wonderful sunshine. The best part of the coming months is hearing the sound of the children playing in the park across the surgery, bringing a sense of happiness in the air. A lot is happening as the surgery too. Please read on to find out more.



NEW APP FOR SURGERY

Before we start anything please note that we have designed a surgery APP for our iPhone and android phone users. This App has been designed in conjunction with our PPG and our Practice Manager and is for patients to be able to virtually navigate their way around the surgery. There are useful documents that patients can download or view, Out of hour's information and real time live news of current events along with access to the Facebook pages and the website. Please do download this if you can as you can keep up with the surgery as we progress. The name of the app to search for is BPS GP. Any feedback or recommendations for further input on the App can be made to the Manager on Sangeeta.kathuria@nhs.net

CQC REPORT

The surgery was visited in November for our CQC inspection visit and we would like to inform all our patients that we did very well indeed. We achieved the level of GOOD in every single area with no areas of concerns or areas that required any improvement. The day went smoothly with no hiccups and patient support was evident in the questionnaires that were completed as well as compliance from patients during the interviews in the day. Thank you for the patients from our PPG who came along to be voluntarily interviewed. The report is now ready on the website and on the surgery website and APP to read. Please do have a look when you can. The link is <http://www.cqc.org.uk/provider/1-199722732/services>

PATIENT PARTICIPATION GROUP MEETING IN SEPTEMBER

We had a very successful patient group meeting on 24 Feb 17 with yet again a good turnout of patients. The meeting minutes are on the website www.bedford-park.co.uk but can also be requested by email to Sangeeta.kathuria@nhs.net. Please do join up if not already done so. Your views are so useful and we are doing a lot with the support of our patients. The manager's next goal is to try and set up Skype consultations which is going to be quite exciting.

EXTENDED HOURS HUB CENTRES

As part of a new initiative in Ealing the CCG has opened up access to 3 hub surgeries for patients in Ealing to see a GP or nurse out of core operating hours. That means that a patient registered with us, can be seen out of hours when we are closed, by another practice in Ealing, should they wish to. The access to these hubs are from Monday to Friday 6.30 – 8.00pm and weekends from 8.00 – 8.00. The appointments can be made for a GP or nurse but only subject to availability and can be booked in advance too. This means that it doesn't always have to be an emergency appointment but something routine. This access is particularly suitable for patients who work or have child care issues or students.

The three hub surgeries are located strategically across the three main areas of Ealing. These are:

- Sunrise Medical Centre in Southall
- Elmbank Surgery in Hanwell
- Florence Road Surgery in W5

If a patient wishes to use these services however, they must consent to agree to share their information with the other surgery only for the clinical system otherwise the other surgery will not be able to access your history. Therefore we will not make an appointment for a patient if they withhold that consent.

For more information please see reception.

REMOVAL OF FRIDAY WALK IN CLINIC

Due to a large number of patients misusing the Friday walk in surgery, we have decided to close this down. We had many patients who stated they had an emergency for the service and ended up seeing the GP for non-urgent chronic medical issues which took up time and caused delays in the times to see other patients.

We now will have a Friday afternoon session similar to the other days of the week where emergency slots will be booked on a first come first serve basis to patients who phone in during the day. Once the emergency slots are gone, the patient would need to call us on Monday to be seen or go to one of the walk in Centre in Ealing.

HAMMERSMITH SEXUAL HEALTH CENTRE

There is a sexual health clinic in Hammersmith called the 10 Hammersmith Broadway previously known as the West London Centre for Sexual Health which is in close proximity to our surgery and can be recommended to patients for sexual health. Please note they DO NOT carry out abortions but only make referrals or advise patients on abortions. The level of services they do is below. This is also available on the APP and on the website.

- Testing and treatment for sexually transmitted infections (STIs/STDs), for example, chlamydia, gonorrhoea, HIV, syphilis, hepatitis, herpes, warts
- Treatment of other genital conditions, for example, thrush, bacterial vaginosis, skin problems
- Rapid HIV tests
- Free condoms
- Pregnancy testing/family planning/contraception, including implants and coils
- Sexual Health Adviser service offering advice and information on sexual health issues
- Advice and referral for termination of pregnancy/abortion
- Follow-up care for patients who are HIV positive
- [Specialist Dietetic Clinic for HIV+ patients](#)
- Hepatitis B/C screening and Hepatitis B vaccinations for at-risk individuals
- Safer sex advice
- Telephone/text results service

CLEXANE INJECTIONS AND OTHER DRUGS ON RED LIST

From time to time we get requests from patients asking for certain drugs or medications that we are not allowed to prescribe as they are prohibited by our CCG medicines management team in primary care. This is known as the practice "Red Listed" drugs. Clexane is one of these injections that we are not allowed to prescribe. There are many others which are requested by a hospital consultant via a patient from us to prescribe.

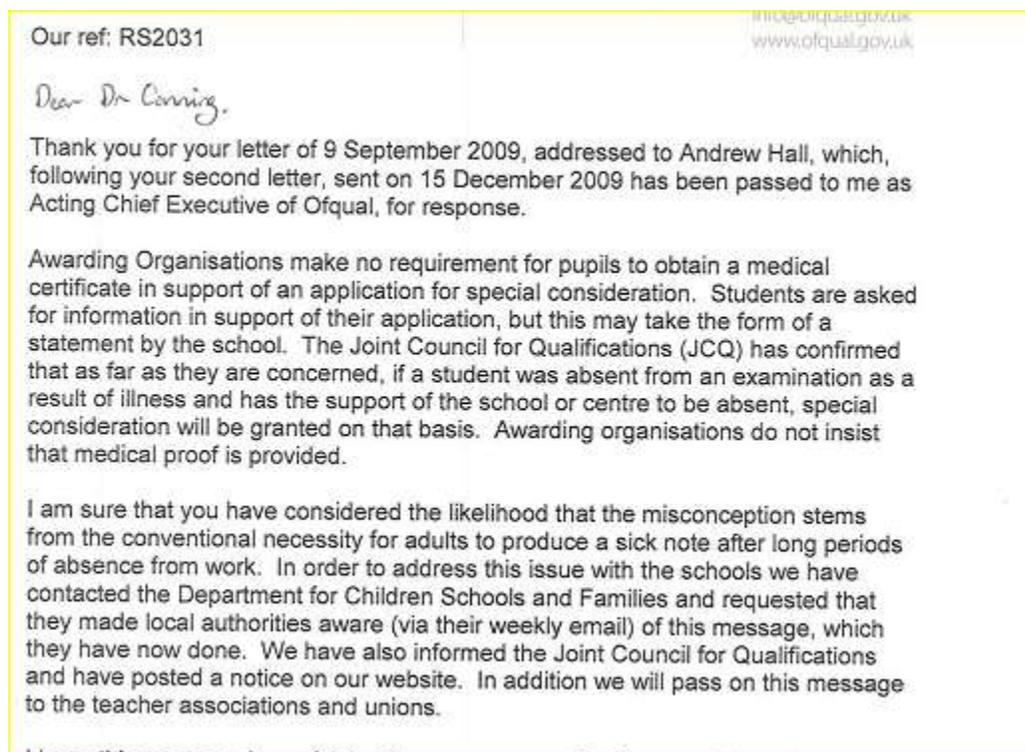
Please note that if we come across a red listed drug the GP will not prescribe this and will immediately as the patient to seek the medication or script from the Consultant at the hospital. There are usually no exceptions to this rule. Please can patients keep this in mind when they are coming to us seeking such drugs or injections.

SCHOOL LETTERS

It is approaching the exam time of the year and again, we will be receiving requests from children's parents or school for letters if their child is unable to sit examinations. Please note that our GPs do not do these letters and the patient will be refused even if the school requests this.

As per our BMA (British Medical Association) guidelines, we are not contracted or obliged to provide this information and schools are not expected to request it either. The BMA's General Practitioners Committee (GPC) wrote to the Office of the Qualifications and Examinations Regulator (Ofqual) about this, and has received the attached response, which highlights that medical proof should not be required.

Please see below an extract from this letters response and please do not request such letters from the staff.



ONLINE ACCESS

We are asking all our patients to try and sign up for online services as soon as possible. The advantage of this is that you can make appointments online and request repeat medications online as well as having access to part of your medical summary from your clinical records online.

Please note this needs to be done in person so come over to reception when you are next in for your appointment and get this done. It takes 5 minutes to process the electronic form and give you a password.

We cannot do this by post or email due to patient confidentiality.

WI-FI

The surgery has wi-fi and if a patient wishes to log in to this please ask reception to give you the password.

HEALTHY EATING WEBSITE EALING

Ealing CCG have a Healthy Ealing Website at: <http://www.healthyealing.com/>.

It contains very useful information and advice for the public related to maintaining health and well-being, advice on various health conditions, i.e., dementia, diabetes, as well as guidance on exercise, diet and nutrition including video's (in different languages) that guide and advise people on various long term conditions such as Memory loss and Dementia, Diabetes, Falls etc and an understanding of how to manage these conditions.

RUNNING TO BETTER HEALTH

Ealing IAPT has organised a 'Running to Better Health' 8 week structured programme to encourage physical activity and improve wellbeing. All standards are welcome, either running, jogging or walking in a fun, social environment. There will also be talks on the impact of exercise on wellbeing, motivational tips and advice, exercise programme planning, healthy eating options and more.

Programme Details

8 week programme, Every Thursday (parkrun 5k on Week 7 Saturday morning)

Choose a course & book a free place:

16 Mar – 4 May (9:30-11:30)

4 May – 22 Jun (18:30-20:30)

27 Jul – 14 Sep (18:30-20:30)

19 Oct – 7 Dec (9:30-11:30)

Venue: Brentham Club, 38 Meadvale Rd, Ealing, W5 1NP

To sign up or register interest for Ealing IAPT's 'Running to Better Health' please phone: 02033135660 or email ahopkins@nhs.net or bev.edwards@nhs.net

DNA (non attendances of booked appointments)

We have had a horrendous amount of non-attendances for booked appointments in the first quarter of our year. This is really not acceptable and patients really need to check their phones for the text reminders that are automatically sent to them when booking their appointment. We are now starting to send out letters to patients to warn them of continued patterns of DNA for no explained reasons.

The DNA rate for the months of January February and March 2017 can be seen below with the total time wasted of **1825 minutes** which is **30 hours** of clinical time wasted over 3 months:

Staff	Slot Type	Time Wasted (Min)
Dr Locum GP	ADVANCED BOOKED	130
Ms Noko Masenya	ALL APPTS	595
Dr John Keen	ADVANCED BOOKED	40
Mrs Gurpreet Kooner	PHLEBOTOMY	90
Dr Charlotte Mendes Da Costa	BOOK ON DAY	490
Ms Sarah Bangura	Nurse appts	70
Dr Giovanna Hornibrook	ADVANCED BOOKED	410

EASTER OPENING HOURS

We are closed on **GOOD FRIDAY 14 April** all day and on **EASTER MONDAY 17 April** all day.

The surgery will reopen on Tuesday 18 April as normal.

During these hours please call **NHS111** for emergency medical advice.