



# the Millway Newsletter

Issue 12

 [www.millwaymedical.com](http://www.millwaymedical.com)

 Autumn 2019

## Important Notice

### Health Information exchange

We are joining up your health and care records to improve the local services you receive.

#### What does this mean for you?

Being able to see your health and social care records at any time and in different places means health and care professionals can make quicker and safer decisions about your care. Health and care professionals have shared information on paper for many years – we now plan to do this using digital technology.

GP practices and other health and care organisations are joining up the electronic records of all adults and children across Barnet, Camden, Islington, Enfield and Haringey so that those delivering care can understand all your needs and make the best decisions about your care with you. *If you do not want to be part of this, you can opt out.*

You can read more about this programme at:

[www.northlondonpartners.org.uk/joined-up-health-record](http://www.northlondonpartners.org.uk/joined-up-health-record)

For more information about joined care or how to opt out, call HIE

Telephone Enquiry Line 0203 688 1900 or visit the website

[www.northlondonpartners.org.uk](http://www.northlondonpartners.org.uk)

### Flu vaccination clinics

Seasonal flu is a highly infectious illness caused by a flu virus. The virus infects your lungs and upper airways, causing a sudden high temperature and general aches and pains. You could also lose your appetite, feel nauseous and have a dry cough.

You may be eligible for a flu jab if you are:

- are 65 years of age or over
- are pregnant
- have certain medical conditions
- receive a carer's allowance, or you are the main carer for an elderly or disabled person whose welfare may be at risk if you fall ill
- have a serious long-term health condition
- children who are aged 2 and 3 on 31st August 2019 (children born between September 1 2015 and August 31 2017)
- children who are 4 years old are also eligible for flu vaccination provided they were 3 on August 31 2019.

Primary school children will be offered their vaccination in school.

**Walk in flu clinics for eligible patients (except primary school children) are on:**

Saturday 2nd November 2019 09:00 to 12:00

Sunday 3rd November 2019 09:00 to 12:00

Saturday 16th November 2019 09:00 to 12:00

Appointments during weekdays can be booked online, (look for flu vaccine slots), via our receptionists or on the telephone on 0208 959 0888

### Care navigators



Millway receptionist are now trained as Care Navigators who will insure you receive care from the most appropriate professional by asking all patients the reason for their appointment request.

You might be offered a appointment with GP, Nurse, Health Care assistant, Clinical Pharmacist or social prescriber and physiotherapist.

In some occasions you may be offered a **telephone triage appointment**. If this happens you will be advised of the time window to expect call back from Duty Doctor.

The Duty Doctor will assess your symptoms over the telephone and will either provide advice or book an appointment for you with an appropriate Clinician - you will not be referred back to the Receptionist.

#### Benefits to Patients

- Speak or see their GP sooner where appropriate
- Save time by avoiding unnecessary appointments & the GP can organise tests when necessary after speaking to you and then offer you a follow-up after these have been done
- The GP can often issue a prescription after speaking to you
- Give patients fantastic high quality advice and where appropriate provide information on other services that may help depending on your need

#### Benefits to GPs

- Manage caseloads efficiently
- Improve utilisation of Nurses and other Health Care Professionals including our in-house Pharmacist and Prescription Clerk
- Reduce the number of patients who fail to attend their appointments

## DID YOU KNOW?

### Paperless prescriptions

From 6<sup>th</sup> January 2020, we will **no longer be printing paper prescriptions** - all prescriptions will be sent electronically directly to your nominated pharmacy.

This will be more secure and efficient way for your medicines to be supplied by the pharmacy of your choice. This reduces the processing time and is more environmentally friendly.

**No more lost prescriptions and no more queueing up!**

Please ensure you have nominated a pharmacy by the End of December 2019 - your local chemist can set it up for you.

Please note you still need to initiate the prescription request in the same way you currently do.

For more information, please contact our receptionists.



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## Millway patient support group (MPSG)



### Millway Wellbeing Service

We are beginning to roll out our new wellbeing service. The service is to support you to access local organisations who can provide non-medical help and guidance how to tackle *social isolation, help with reducing alcohol, stopping smoking, get fit and healthy, employment, elderly and family support and many others.*

In past, you were referred by GP's and nurses but now you can ***pick up a self-referral form*** at reception, fill it in and our team will be in touch. For more information and a guide on improving your wellbeing, pick up our leaflet available in the reception.

### Support Group for Informal Carers



**9th October 2019**

**13th November 2019**

**11th December 2019**

14.00 to 15.30

We continue to run drop in sessions for carers who are caring for someone with additional needs over the age of 18 and are not being paid to do so.

### Diabetes Education evenings

After so many successful *Diabetes Educational evenings*, Millway Practice Support Group's next session is on 14th November 2019 from 6.30pm to 8pm on the topic : ***Diabetes & Foot care*** . No need to sign up, just turn up on time. Also to increase your circulation you can join the gentle exercise session at the end of the evening.

### 2019 Health Fair

Lots of you attended our September Health Fair. We again had several stalls run by local and national charities specialising in health and wellbeing matters where people can do much to help themselves. Our Millway Practice Support Group (MPSG) of volunteers provided refreshments, ran a stall featuring the new website and several wellbeing services and organised short presentations in the Library on:

- COPD & Asthma;
- Lifestyle advice;
- Smoking cessation;
- using Patient Access via the website.

### Millway Chair yoga

Every **Monday**

(No Bank holidays)

from **1.00pm – 2.00pm**



It is FREE for Millway medical registered patients but you have to sign up at the reception in advance as we have limited spaces.

## Difference between cold and flu

*Cold and flu symptoms are similar but flu tends to be more severe.*

### Symptoms of the flu can include:

Appears quickly within a few hours

- Fever, headache, tiredness, Muscle aches and weakness, sore throat,
- Blocked or runny nose., stomach pain and digestive problems such as diarrhoea
- Loss of appetite, shivering and chills, cough, nausea and vomiting

### Symptoms of a cold can include:

Appears gradually

- Sore throat, Cough, blocked or runny nose, sneezing, mild fever, tiredness, headache

*You only really need to contact your GP if:*

- your symptoms persist for more than three weeks
- your symptoms get suddenly worse and you get breathing difficulties
- you develop complications of a cold, such as chest pain or coughing up bloodstained mucus

It might also be a good idea to see your GP if you're concerned about your baby or an elderly person, or if you have a long-term illness such as a lung condition. You can also phone NHS 24 [111](http://www.nhs.uk) service for advice.

**Antibiotics are only effective against bacterial infections. Colds are caused by viruses.**

## Good news on appointments

Well done & 'thanks' to those who contacted us to cancel an appointment that they no longer needed, or could not make.

In the period 1st July—30th September 2019 **97.80 %** of patients attended their appointments.

### You can cancel appointments:

- Via our website by using patient access.
- By replying CANCEL to your SMS Appointment reminder
- Or by calling the surgery on 020 8959 0888 press option 1

