



the Millway Newsletter

Issue 13

 www.millwaymedical.com

 Winter 2020

Important Notice

Building works

We are planning to improve the hand washing facilities in most of our consulting rooms by replacing the sinks and taps with modern units that comply with the current NHS infection control standards.

In total sinks and taps will be replaced in fifteen consulting rooms and “making good” in those rooms will include redecoration of the whole room and new flooring with the colour scheme that is same as that in the newly created (in 2016) consulting rooms. Once complete, all our consulting rooms should have similar feel.

In addition we are also planning to secure our clinical waste bins in the staff car park. The proposal is to move these clinical bins to the front of the building where the general waste bins are and create a lockable area in order to improve secure storage. To create enough space for access, we are getting rid of the foliage and kerb and formalising an additional parking space.

We are also planning to install TV screens for patient information system both on the ground and first floor. The plan is to install two 43” screens each on the ground and first floor but all four will be connected to a central information management unit that is managed by our staff.

We expect the works to start on 3rd February and it is likely to last some 8 weeks.

We thank you in advance for your patience and cooperation during these essential works. If you have any questions or comments about the scheme, please feel free to contact us.

Flu Vaccinations

The flu vaccination is still available at the surgery on the NHS to help protect adults and children at risk of flu and its complications. The flu virus can be unpleasant, but if you're otherwise healthy, it'll usually clear up on its own within a week.

But flu can be more severe in certain people, such as:

- anyone aged 65 and over
- pregnant women
- children and adults with an underlying health condition (such as long-term heart or respiratory disease)

It is recommended to these risk groups that they have a flu vaccine every year to help protect them. If you haven't had your vaccination this year please call the surgery and book an appointment.

If you are over 60 and have yet to receive your flu vaccine you could take part in a research study looking at the response of the bodies immune system to the flu vaccine run by the Royal College of General Practitioners (RCGP). For more details see our website <https://www.millwaymedical.com/practice-information/flu-vaccinations/> or contact reception, please note blood samples would be required.



Since our last newsletter we have had the following staff join the practice:

- GPs Dr Santhirarajah and Dr Shields covering Dr Grattan, Dr Shah and Dr Sharland while they are on maternity leave.
- Clinical pharmacists Femeeda and Ayse
- Nurse Emily
- Receptionists Daisy and Emma
- Admin Staff Elliot.



Management structural change

We have also had a structural change in our practice organisation, with our practice manager Krishna moving to business management and our deputy practice manager Caitriona moving up taking on the Practice Manager role. Alison is continuing to support reception in patient services management.

Paperless prescriptions

We will ***no longer be printing paper prescriptions*** - all prescriptions will be sent electronically directly to your nominated pharmacy.

No more lost prescriptions and no more queueing up!

Please ensure you have nominated a pharmacy - 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, contact our receptionists.



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 November—31st December 2019 **97.95 %** 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





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Millway Wellbeing Service

As an addition to our already existing support services you will be meet our volunteers in waiting rooms in specific days and times from the end of January. The Wellbeing team will be able to support you to access local organisations who can provide non-medical help and guidance on how to *overcome social isolation, stop smoking , get fit and healthy and deal with employment, old age, family support* and many other issues. You can get referred by GPs , nurses but your can also can **also pick up a self-referral form** and hand it in at reception. For more information and a guide on improving your wellbeing ,pick up our leaflet available in Reception.

Millway patient support group (MPSG)

Millway singing group

Do you want to learn a new skill or socialise more? Then join our singing group. It is free. You will not be asked to audition. Nor will you be expected to read music. Every **Monday from 6pm to 7.30pm.**

Monday Chair yoga

(Except Bank holidays)
1pm-2pm

It is FREE but sign up at the reception in advance as spaces are limited.

Carers Support Group

14.00 to 15.30

12 February 2020

11th March 2020

8th April 2020

Our drop-in sessions are continuing for carers who are caring for someone with additional needs over 18 & are not being paid to do so.



Diabetes educational evenings

Millway Practice support group - diabetes team is preparing more sessions throughout this year on following dates:

27th February 2020

21st May 2020

16th July 2020



There will be talks by experienced speakers on different subjects. Please watch out for the dates and more information on our website, Facebook and poster in the waiting rooms.

Support for parents with special needs children

If you need a support , advice or just someone to talk to regarding your child with special needs, please feel free to fill up a self-referral form and our wellbeing team will be in touch. We are able to discuss and navigate you to services tailored to your child's needs.



New Year—New You

As we are a very health and wellbeing-oriented practice, we pay extra attention on health promotion and disease prevention. We will be running events over the coming year to empower our patients to take control over their health.

Cervical Cancer Prevention Week (20-26 Jan 2020) Millway Practice offered 50% more smears test and well woman appointments this week which were all booked in and attended.

Healthy lifestyle education evening (29 Jan 2020) Over 40 patients attended our evening on sugar in a healthy diet and lifestyle tips presented by our Practice Nurse. They also had the opportunity to participate in gentle exercises, and learned about the benefits of meditation. We will be hosting future healthy lifestyle evenings - check Facebook and our website!

No smoking day (11 March 2020) If you want to quit or are struggling to quit, we offer smoking cessation appointments with specially trained advisors which you can book to see via reception, they offer 5/6 one to one appointments to help you achieve your goal.



NHS Health Checks are being offered to people aged between 40 and 74, once every five years, who have no noted, long-term conditions. The check is to assess your risk of developing diabetes, heart disease, kidney disease, stroke and dementia. If there are any warning signs, then together we can do something about it. All eligible patients will receive an invitation to book an appointment.

Care navigators

Millway receptionists 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 an appointment with a GP, Nurse, Health Care assistant, Clinical Pharmacist, physiotherapist, or social prescriber.



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



Millway is looking for volunteers that can give some time to look after our front garden beds to keep our entrance welcoming but without needing much maintenance. Please contact the surgery if you are interested.