



# the Millway Newsletter

Issue 3



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



Summer 2017

## Practice News

In this edition I am taking the opportunity to update improvements to access at our surgery and across Barnet.

### 8 – 8 Clinics

We are part of a new initiative to offer out of hours access to patients in Barnet. As one of the 8 hubs we are offering the following clinics;

- \* **Monday 18:30 to 20:00**
- \* **Thursday 18:30 to 20:00**
- \* **Saturday 08:00 to 12:00**

Patients from any Barnet practices can benefit from this service by calling their surgery or the call centre no. **0208 208 6901**.

Our patients can visit other participating practices outside these hours. [Visit our website for details.](#)

Our receptionists can book these appointments for you. With patients consent GPs will have access to their records and be able to issue prescriptions and arrange tests.

### Improving Access

Due to feedback received we are looking at alternative system providers to improve telephone access to the surgery. We will keep you updated.

However, using our online facilities through patient access on our website, you can;

- \* **Book appointments**
- \* **Request repeat prescriptions**
- \* **View your summary records**

These can also be accessed using your mobile via "Patient Access" app.

You can also book appointments using your telephone key pad – any time of the day. Dial our main number and use option 1

In addition you can email [millway.scriptquery@nhs.net](mailto:millway.scriptquery@nhs.net) to request medications that are not on repeat prescription or to raise prescription related queries.

On a staff note we welcome **Mrs Arshna Sanghrajka** our new In house Pharmacist that has joined us and we also sadly say goodbye to our trainee registrar **Dr Pratiksha Nirmal**, who is now a qualified GP leaving us in August for a full time post, we wish her well for the future.

Visit our website and check our Facebook for details and regular updates

Have a wonderful summer!

### **\*\*Service Update - Ear Irrigation\*\***

**We no longer provide this service at the surgery. Please see your GP for advice or referral to our community ENT service.**

## An Interview with...



### **Dr Abigail Sharland, Salaried GP**

**How long have you worked at Millway and what did you do before?**

*Almost 2 years, before that I was a junior doctor doing rotations*

**What do you like and dislike about working at**

**Millway?** *Like- My colleagues, Millway is always full of laughter. Also, my regular patients*

*Dislike- Keeping my room tidy, it doesn't come naturally to me!*

**How do you relax after work?**

*Watching Manchester United, a cold glass of white wine (no more than 14 units/week) and planning my next holiday*

**What is your favourite food?**

*Anything Italian- especially fresh pasta*

**If you were stranded on a desert island, what three items would you want with you?**

*My Kindle (with charger), Bear Gryll's Survival Guide and my husband (he says that means I wouldn't need the survival guide)*

**If you were stranded on a desert island, what three records would you take?**

*Sam Cooke- Greatest Hits, James Taylor- Sweet Baby James, Oasis- What's the Story Morning Glory?*

**What's your favourite film or TV programme?**

*The Lord of the Rings trilogy and currently Orange is the New Black on Netflix*

**What was the last book you read?**

*A Boy Made of Blocks by Keith Stuart. About a boy with autism, highly recommended*

**If you could have dinner with any 3 people, living or dead, who would they be?**

*John Lennon, Stephen Fry and Winston Churchill*

**What would you do if you were Health Minister for a week?** *Increase the number of doctors and nurses in training. In the long term this would increase appointments, reducing waiting times and reduce burn out and mistakes in health care professionals*

## Website

You can now give feedback using our new online forms to either **Comment**, **Compliment** or make a **Complaint**

Join our Patient Participation Group (PPG)

Look at our current Doctor's Groups as well as the latest practice news and events.

Visit our website at [www.millwaymedical.com](http://www.millwaymedical.com)



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## Want to quit smoking? - Here's how

We run clinics to help smokers to quit – a series of five, one-to-one weekly sessions offering support and guidance.

The first 30 minutes session is to assess the level of support required and to offer an individualised “quit plan”. Participants are expected to attend at least two further face-to-face appointments.

Patients will ;

- Be advised of the impact of nicotine withdrawal
- Advised how to manage withdrawal symptoms.
- Offered Nicotine replacement therapies and progress monitored by using carbon monoxide readings.

Clinics are run by accredited nurses who are trained to identify clinical concerns regarding medications that may be affected by stop smoking.

[Book an appointment at reception](#)



## Travelling Abroad

You can discover what vaccinations and other health risks requirements for your planned travel by visiting [www.fitfortravel.nhs.net](http://www.fitfortravel.nhs.net) or [www.nathnac.net](http://www.nathnac.net)

We cannot offer last minute travel appointments you will need to attend a private travel clinic. Please see our practice website for further Travel Information at [www.millwaymedical.com](http://www.millwaymedical.com)

## Health Champions

### Who are Millway Medical Practice Health Champions?

We are a group of about 20 volunteers, all patients of Millway Medical Practice, with some time to spare and interest in promoting self-help groups.

So, if you see us around, (you'll recognise us from our photos on the posters at the Practice) do come up and say "hello!"

### What is the role of a Practice Health Champion?

We're here to help. We work closely with **you**, the patients and the practice staff.

We aim to be a friendly face at the Practice, helping you check-in on the computer screens and to set up your online access.

To-date we have set up the following groups:-

#### Carer's and Parents Support Group

Weekly session Thursdays 10:30 to 11:30am for those with children that have physical or emotional special needs. Starting 7th September

#### Coffee “Pop-In” Group

2pm to 4pm - First Monday of each month from 4th September 2017

#### Knit & Natter Group – Fortnightly from Friday 14th July 13:30-15:30pm

We are looking to form similar groups for fellow patients.

Our ideas are still evolving – so, if you have any suggestions, come and speak to us in the practice.

## Meet The Team

Our Nursing team who specialise in Asthma, COPD, Smears, Healthy Vessel, Smoking and Travel.



Pictured are Nurse's Gail Nolan, Barbara Fletcher, Claire Yager and Ekene Taylor.

We also have a trainee Nurse Shannon O'Brien working with us.

## Charity Work

### Volunteering in Nepal—Dr Anuja Shah

I volunteered at a health camp in Nepal.

This was a health camp in 4 locations across Nepal, ranging from a village in Baluwa to a larger city Kathmandu. I worked as a GP with other healthcare team members.



This was an interesting opportunity to practice medicine in a developing country and particularly help and support some patient who have not accessed healthcare for many years. Some patients and families had been victims of the previous earthquake in Nepal.



The main thing that struck me was the disparity with healthcare availability compared to what we are fortunate to experience in the UK's NHS. Many patients had walked several hours from their village to attend to see us and we saw up to 8000 patients over 5 days. We were able to offer basic advice and medications, which patients would usually have to pay for and might not be able to afford.

Most patients were really grateful to be seen and I was grateful for the opportunity to serve. This has reignited my passion for why I became a doctor initially and aim to continue helping patients in the same way I would treat a family member or friends.

## Donated Wheelchair to our Practice

Patricia Creamer's son, a retired cardiologist Dr J.E. Creamer, donated a wheelchair to us in April, Patricia had sadly passed away but he came all the way from Devon to donate it in memory of the excellent care she received from all members of the team, in particular Dr Porter!

He told us that not only did he want the practice to have it because ours was stolen but because he was so impressed and grateful by Dr Porter's care.

He mentioned in particular a consultation where Dr Porter insisted that his mother could not walk and so she wheeled Patricia out to the car park on her office chair!

## Patient's with no mobile or email...

Why not ask a friend /relative or carer to buddy you at the practice so you can receive the latest information via text message and email through their details.

A simple form can be completed with your consent.

Forms available at reception.