



# the Millway Newsletter

Issue 6



www.millwaymedical.com



Spring 2018

## Practice News

### *Getting your regular repeat medication made easy with Electronic Repeat Dispensing (eRD)*

Here at Millway, we are improving the way you can order your regular medication. If you are suitable, we will be able to set up an electronic repeat dispensing (eRD) with your consent. Initially we set a six monthly review to ensure your safety and when the system is in place for a period and operates well we may consider extending this review period to one year.

Once the electronic repeat dispensing is set up, you will be able to collect your regular medication at your nominated pharmacy without having to order it with either the pharmacy or surgery each time. Your nominated pharmacy will advise you of the need for a review when they issue the last prescription. You will then have to contact us to ask for another set of prescriptions and depending on your conditions / medication, your doctor or practice nurse may want to see you before continuing with the eRD.

You do not need to do anything as the practice will set this up for you using your current nominated pharmacy, however if at any point you want to change your pharmacy, you can do so by asking the new pharmacy to reset your nomination with them. Your regular medication will then be available there.

If you have any questions about your medicines, just ask at the pharmacy; they will be happy to help you. Alternatively if necessary, they may ask you to contact us.

For your own safety, let your pharmacist know if you are taking any other medicines, or if your medical condition has changed recently.

### Other ways to contact for prescription issues

- Repeat prescriptions can be requested online using Patient Access on your PC or mobile.
- Acute prescription or holiday requests can be made via our website [www.millwaymedical.com](http://www.millwaymedical.com)
- Contact us for prescription queries via email - [millway.scriptquery@nhs.net](mailto:millway.scriptquery@nhs.net)

## Staff News

I am delighted to announce that Nurse Shannon O'Brien has decided to join Millway as a full-time member of our nursing team. Shannon was a trainee GP nurse here at Millway last year.

Sharon Satchell is our new trainee GP nurse who is being mentored by our nurse Ekene Taylor.

We also have a student Nurse Chi Chi on a six-week placement who is mentored by our Nurses Barbara Fletcher and Claire Yager.

Sadly we said goodbye to Ms Natalie Cumming, our Communication Leader who has joined the Barnet Federation GPs. Join me in congratulating her. I am, however, delighted to announce that Mrs Alison Ramsey will be joining the practice as Patient Services Manager who will take over most of Natalie's responsibilities.

## Barnet Clinical Commissioning Group (CCG)

I am Dr. Debbie Frost, Chair of the Barnet CCG (Clinical Commissioning Group) as well as the Senior Partner here at Millway Medical Practice.

In the last newsletter I wrote about what the CCG does (and doesn't do). I suggested last time that I would write about Care Closer to Home which is a major focus of our work at the CCG.

Care Closer to Home (CC2H) means that the patient is seen in an out-of-hospital setting as much as possible. This means patients should be seen in the right place by the right person, first time. Hospitals will become places where patients are seen for problems that cannot be dealt with outside. It is a fallacy that patients will get better care if they are seen by a specialist as the best care for most problems is usually by Primary Care – that is GPs but also general practice staff, community pharmacists, district nurses, podiatrists, mental health link workers etc. This also means that patients who need to be seen in hospital can be seen there sooner by a senior consultant. There are new initiatives like 'Clinical Advice and Guidance' where a GP can get advice from a specialist within 48 hours and hopefully prevent a patient waiting ages to be seen and then possibly told that they need a particular test before another appointment in a further few months.

Let me give some examples.

This may be a service that would have been seen at a major hospital but with no need to do so and is now offered in a GP Practice such as the Community Ear Nose and Throat service (ENT) which sees patients here at Millway as well as at Finchley Memorial Hospital.

This is also the case with the link workers from the local Mental Health Trust who see their patients at that patient's practice initially. But in the case of Mental Health it is also about the Well-being Hub (<http://www.barnetwellbeing.org.uk/>) commissioned by the CCG but run by the Voluntary Sector and open to all patients for advice on counselling to help with getting back into employment and many other services – it can signpost patients to what service they need.

But CC2H is also about wrapping services around populations of about 30-50,000 patients. This seems to be the population size best suited to this kind of integrated care – small enough to be personal but large enough to have the range of services that would be delivered by a team of District nurses for example.

In Barnet as part of North Central London, we have decided to call these groups Care Closer to Home Integrated Networks (CHINs) and there will be six in Barnet. These are teams built around a group of GP practices working together and working with the community services, the mental health trust, the local authority and the voluntary sector to improve patient care – based on good patient experience as much as clinical outcomes. For example the first CHIN in Burnt Oak is focusing on improving diabetic care (improving clinical outcomes) but also on children and seeing sick children locally rather than in A&E (better patient experience as less waiting and less travelling). The next two CHINs are focusing on the older frail patients and Millway will be part of CHIN 4 which will focus on new technologies as well as pick up the learning from the other CHINs.

## Wasted Appointments

Patients did not attend **726** Doctor and Nurse appointments between Jan to Mar 2018.

This cost the NHS over **£16,200**

**CANCEL** your appointment if you can't make it or don't need it.

You can cancel online or by calling the surgery.



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## Millway Practice Support Group (MPSG)

The Champions have now merged with the Patients Participation Group Committee (PPG) and the combined group is called Millway Practice Support Group (MPSG).

We have;

- Helped and are now regularly helping run the weekly Baby Clinics – reorganised the patient waiting arrangement which is running more smoothly
- Set up a coffee afternoon on the second Wednesday every month
- Set up a Dementia event which was well attended and a talk was given by Alison Hibberd of Dementia Action Alliance

**These sessions are free and open for all fellow patients of Millway – just turn up, you would be most welcome!**

We are in the process of setting up groups for;

- People who live on their own who would benefit from meeting and chatting to others in a similar situation
- Diabetes
- Prostate Cancer

We are also making our presence in the surgery more visual - when you visit the surgery and need assistance feel free to talk to us.



## Travelling Abroad

Please book 6- 8 weeks before travel. 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).

**Hepatitis A / Typhoid / Diptheria /Tetanus and Polio** vaccinations are free under the NHS.

We cannot offer last minute travel appointments.

**Non NHS vaccines—Fees apply**

Hepatitis B (3 doses)	£40.00 each
Rabies (3 doses)	£55.00 each
Japanese Encephalitis (2 doses)	£89.00 each
Meningitis ACWY	£60.00
Yellow Fever Vaccine	£58.00
Anti- Malaria Prescription	£10.00

## Communicate

You can now give feedback using the online “Comment, Compliment or Complaint” form.

Visit our website [www.millwaymedical.com](http://www.millwaymedical.com) for more details.

**Please ensure we have your most up to date mobile number and email address.**

**If you have no mobile or email you can nominate a buddy using a simple form – ask our receptionists.**

## An Interview with...



**Nurse Ekene Taylor**

**How long have you worked at Millway and what did you do before?** Four Years, prior to working at Millway I was a Cardiothoracic ITU Nurse at The Heart Hospital, UCLH

**What do you like and dislike about working at Millway?** I like the great team atmosphere here at Millway. I would like more time to see patients as at times I could do a lot more for them.

**What makes you laugh?** Watching Jeremy Clarkson, Richard Hammond and James May on the Grand Tour on Amazon Prime.

**How do you relax after work?** I enjoy walking in the Hertfordshire country side, taking photos of nature.

**What is your favourite food?** I love Thai food, especially a Thai green curry.

**If you were stranded on a desert island, what three items would you want with you?** My Hubby Adam (he wants some sunshine), my i-pod and my kindle.

**If you were stranded on a desert island, what three records would you take?** Kisstory Old School Classics / John Legend – Get Lifted / Classical Music – Mozart / Bach / Pachelbel and Michael Jackson – Thriller and Bad Albums. It’s far too hard to narrow it down to three, I like a wide range of music.

**What’s your favourite film or TV programme?** I am currently watching the series Walking Dead on Amazon Prime – I would like to survive the apocalypse if it happens...

**What was the last book you read?** I am currently reading The Illegal Gardener: The Greek Village Series by Sara Alexi – very good so far.

**If you could have dinner with any 3 people, living or dead, who would they be?** Mary Seacole – An Inspirational Nurse and Female icon, Michael Jackson and My Granddad Patrick.

**What would you do if you were Health Minister for a week?** I would increase nursing pay to reflect the work and the service nurses provide as part of the NHS. Also I would bring back the nursing bursary for students going to university to study nursing.

## Meet The Team



Our Secretaries:- Jackie, Maria and Sandra

We are a small, very busy team providing full and varied secretarial and administrative support to our doctors, nurses and management team. We process hundreds of patient letters, referrals, emails and insurance reports and liaise with other medical professionals on a daily basis.

## Prone to Fractures ?

Are you female and aged between 65-75? Have you ever worried about being prone to fractures? Please go online at <http://www.qfracture.org/> and complete the questionnaire. Your risk of you having a fracture over ten years will be automatically calculated—please email your risk score to [millwaymedical@nhs.net](mailto:millwaymedical@nhs.net) with your name and date of birth. We will contact you!