



the

Millway Newsletter

Issue 7



www.millwaymedical.com



Summer 2018

Millway's Health Fair and Supporters Group AGM

The Millway Practice Supporters Group (MPSG) AGM is on the 13th September 2018. Please put this date in your diary. This year we are planning to combine the AGM with a Health Fair starting from 4pm with AGM to start at 6.30pm. To make this event more useful we are hoping to invite a guest speaker to give a short talk on self- help/social prescribing. We are working with Age UK, Asthma UK, Barnet Wellbeing Hub, Diabetes UK, Dementia UK, the Good Neighbourhood and NW7 Hub. We will also be promoting Prostate awareness and seasonal vaccinations to make this event beneficial for the entire community. We are looking for local sponsors who could help us to run a stall with refreshments for those that attend this 3.5 hour session. The AGM will start at 6.30pm with the usual agenda. In addition we are hoping to set up a virtual PPG, utilising our new website which is due to be launched in September.

Millway Medical Practice – Digital Web-

We are working with a software developer to upgrade our website which should revolutionise the way you access various services. The main purpose of this change is to improve the digital access to most of the services for which patients currently either visit the practice or phone the surgery. The aim of the change is to:

- ◆ enable patients to have quick access without the need to contact the surgery
- ◆ reduce the need to call the practice and the number of calls coming in to reception
- ◆ increase the doctor time available to treat complex and frail patients
- ◆ enable patients to take care of themselves by accessing helpful information

The layout will be in line with the latest format promoted by the designer who has worked with a number of patient workshops to shape it in order for it to be user-friendly. Patients will be able to access the following by making a few clicks:

- ◆ emergency appointments
- ◆ clinics for long term conditions
- ◆ preventive health care
- ◆ life style advice (e.g. - smoking)

We are hoping to complete this project by the end of September with the members of the MPSG in finalising our web design. It is also our intention to enable patients to access MPSG related information and to track their activities. Similarly, we are also hoping to provide information for "Self-Care". As promised we are keeping you informed of our thoughts and will keep you updated as things develop.

Were you born after 2nd September 1942?

Or will you be celebrating your 70th Birthday before or on 5th July 2018?

If so come and have your free Shingles vaccination between **11am -4pm on the 5th July 2018** (no appointment required) and join us for some birthday cake to celebrate you and the NHS turning 70.

Check your eligibility [here](#) !



Barnet Clinical Commissioning Group (CCG)

As I am sure you are aware from all the publicity, the NHS reaches 70 this July 5th.

It is a wonderful institution and took away the dread that many people felt about they and their family being ill before 1948. I am thrilled that there is extra funding going into the NHS.

However the extra money will not cover the exciting new innovations and the changing demographics of an aging population. We also want to treat patients with mental ill-health equally with physical health (Parity of Esteem) as well as meeting the needs of the under 5s. It also doesn't cover Public Health and the all-important prevention agenda.

I was lucky to be at the NHS Confederation Conference 2 weeks ago and heard Jeremy Hunt and Simon Stephens (head of NHSE) speaking amongst others. But the most striking image was of a painting by Lowry – 'Ancoats' Hospital Outpatients Hall' from 1952. The only difference with outpatients today is the fact that everyone is wearing a hat and the seating looks old fashioned...but may be more comfortable!

But what is the same is NHS money being spent for patients to be waiting for appointments – many of them follow ups - rather than getting on with their lives. And doctors and nurses being in outpatients rather than treating the patients where they can make a real difference.

Even more importantly those that need to be seen should be seen quicker and given more time.

We have some new services that will help; clinical advice and guidance (GPs getting an opinion from a specialist without the need to be referred), tele dermatology (sending a photo of the skin problem to a specialist for advice) and more of the type of pathways such as the urology ones developed by our Dr Dattani with hospital specialists. But the onus is also on patients; ask the GP whether advice can be sought rather than a referral, which would be quicker as well. Alternatively ask for an 'open appointment' so that you can be referred back at a later date if you need to be. Finally ask whether a phone call or email might suffice for a result.

Let's hope for a healthier NHS at 80!

Dr Debbie Frost—Chair of Barnet CCG



Clinical Commissioning Group



Do something amazing.
<https://my.blood.co.uk/>

Help us celebrate the 70th birthday of the NHS! The National Health Service is turning 70 on 5 July 2018. It's the perfect opportunity to celebrate the achievements of one of the nation's most loved institutions. **Come and join us for a cuppa, a slice of cake and a natter (for a small donation) on Thursday 5th July 2018 from 11am-4pm** to celebrate the **NHS' 70th Birthday** and to help raise money for local NHS Hospitals.



JOIN US FOR A FANTASTIC TEA PARTY





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Returning/Going to University

You need to register with a Doctor at university. This is especially important if you have Asthma, Diabetes or Epilepsy. When you return from university for the holidays you can be seen as a temporary patient here at Millway.

BEFORE THE START OF THE ACADEMIC YEAR IT IS IMPORTANT THAT YOU ARE IMMUNISED NOW FOR

- ◆ **MENINGITIS (MEN A,C,W,Y)** – gives protection against 4 different causes of meningitis and septicaemia - **MENINGITIS KILLS**
- ◆ **MEASLES, MUMPS AND RUBELLA (MMR)** – Unless you have already had 2 doses. If you're not sure you've had two doses of the MMR vaccination, contact the surgery.

Please contact reception to book an appointment 0208 959 0888
For more information please visit www.nhs.uk



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.uk or travelhealthpro.org.uk
Hepatitis A/Typhoid /Diphtheria/Tetanus and Polio vaccinations are free under the NHS.

Unfortunately 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

Is your EHIC up to date?

The EHIC, or European Health Insurance Card, is free and gets free or discounted medical care in all 28 EU countries, plus others. Over half of people in the UK don't have one, almost 5.4m expire this year and almost 3m cards actually ran out in 2017 - so check yours now. You can register or renew your EHIC card by going to www.ehic.org.uk/Internet/startApplication.do

Staff News



We are pleased to announce that 4 new receptionists have joined our team. They are from left to right Camellia, Charlotte, Angelina and Danielle. You can recognise all our reception staff by their new raspberry tunics. Our reception supervisor Carol wears a black tunic.



Millway's Clinical Pharmacist

At Millway we have Arshna a clinical pharmacist who works as part of the general practice team to improve value and outcomes from medicines and consults with and treats patients directly.

This includes:

- ◆ Providing extra help to manage long-term conditions
- ◆ Advice for those on multiple medicines
- ◆ Better access to health checks.

The role is pivotal to improving the quality of care and ensuring patient safety. Having Arshna in our practice means GPs can focus their skills where they are most needed, for example on diagnosing and treating patients with more complex conditions. This helps our GPs to manage the demands on their time. Contact Arshna regarding any of the above items by emailing millway.scriptquery@nhs.net

Group Consultation

We are taking part in a pilot project with other GPs in Barnet to trial Group Consultations. This is an alternative way to be seen by your clinician, in a group setting with other patients that have similar long term health issues as you. It gives you a longer appointment time (usually 1.5 to 2 hrs) to discuss your concerns and questions, and an opportunity to learn from others about what they are doing to help manage the condition. During the consultation, you still get an opportunity to speak to your clinician in person, and a follow up appointment can also be arranged if you would like to discuss more private matters. The first group consultation took place in early June for Pre-diabetes and has had very good feedback from the patients that attended. Future sessions have already been planned, with the scheme eventually progressing to other clinical conditions. For further information, please contact the practice.

What to keep in your medicine cabinet

- ◆ **Painkillers** – Aspirin, paracetamol and ibuprofen are highly effective at relieving most minor aches, pains, coughs and cold
- ◆ **Oral rehydration salts** – can help restore your body's natural balance of minerals and fluid lost through diarrhoea, fever, vomiting – if you can't continue your normal diet
- ◆ **Anti-diarrhoea tablets** – it's a good idea to keep anti-diarrhoea medicine at home as diarrhoea can happen without warning. Causes include food poisoning and a stomach virus
- ◆ **Antihistamines** – Useful for dealing with allergies, insect bites and hay fever
- ◆ **Indigestion treatment** – If you have stomach ache, heartburn or trapped wind, a simple antacid will reduce stomach acidity and bring relief
- ◆ **Sun cream** – Keep a sun cream of at least factor 15, with UVA protection. Exposure to the sun can cause sunburn and increase your risk of cancer
- ◆ **First aid kit** - containing bandages, plasters, thermometer, anti-septic, eyewash solution, sterile dressings, medical tape, tweezers

**GP APPOINTMENT?
CAN'T MAKE IT?
DON'T NEED IT?**

CANCEL IT!

606 Wasted Appointments in 3 Months (April to June 2018)

This cost the NHS over **£13,500**

If you don't need your appointment **CANCEL**

- ◆ online by using patient access
- ◆ by replying **CANCEL** to your SMS appointment reminder
- ◆ calling the surgery on **0208 959 0888**

**606 PATIENTS COULD
HAVE BEEN SEEN
EARLIER IF YOU HAD
CANCELLED YOUR
APPOINTMENT**