

Enderley Pulse

The newsletter of the Enderley Road Patients' Association



Winter / Spring 2019



Practice Manager's Office

Enderley Road Medical Centre [ERMC]
From Meena Bodalia, Practice Manager

My past few months as the new Practice Manager have been very busy as there have been many changes in the practice.

Dr Kunal Bhayani became a Partner in April 2018 and Dr Amit Gohil joined us as an Associate GP in August 2018 having been one of our Trainees. We are pleased to welcome several new receptionists to our team.

Demand for our services has grown; we monitor the appointment system regularly to deliver the best care we can. We run a daily minor illness clinic: if you have symptoms such as fever, urine infection, rash or earache you may be booked into this clinic. We make every effort to see vulnerable patients at the surgery. At times when we are unable to offer you an appointment, please visit one of the Walk-in Centres. Patients can pre-book appointments at two of the Centres (Belmont Health Centre and Alexandra

Clinic). For further information, please enquire at reception.

The new check-in system (available in 10 different languages) has many new features, allowing patients to update their contact details and alerts if your doctor is running late. We have launched a brand new website, described in this newsletter.

Please keep us updated with your contact details, especially your mobile numbers, as we send out appointment reminders, health features and text messages (if you are not contactable by other means).

Please inform the practice if you are a carer, i.e. looking after a relative, partner or friend. We can offer support by referring you to appropriate services and offer flexibility with appointments.

Finally, thank you to all that attended the 'Heart of the Matter' and 'Pre-Diabetes' talks. These have been very successful and have given us the opportunity to promote healthier living. Best Wishes for 2019.



Reems
pharmacy

**107 Uxbridge Rd,
Harrow Weald, HA3 6DN
Tel & Fax: 020 8954 0404**

**Personal Service from Pharmacist
Kam Rajani**

- ✓ **Free collection and delivery service by arrangement**
- ✓ **Repeat prescription collection service**
- ✓ **Weekly dossette boxes prepared and delivered**
- ✓ **Medicine use review undertaken**
- ✓ **Chiropody service at the Pharmacy**

ROBERT RAEBURN BDS DENTAL SURGERY

*Early Bird Clinic
8am Appointments
Lunch Time Clinic
1.30pm Appointments
Evening appointments
available*



198 High Road Wealdstone
Friendly Family Practice.
Children welcome

Tel: 020 8427 3626

Emergency patients welcome
NHS and private patients
welcome

Languages spoken: Gujarati,
Tamil, Sinhala, Hindi, Punjabi,
French



Diabetes

A Diabetes Awareness seminar was organised for our patients on 19th Nov 2018 at Belmont Community Hall, providing insight into this serious condition and guidance about healthy eating, exercise and stress management. For further information, write to erpanews@gmail.com

Many people have type 2 diabetes without realising it, because symptoms can develop slowly and don't necessarily make you feel unwell.

Symptoms of type 2 diabetes include:

- peeing more than usual, particularly at night
- feeling thirsty all the time
- feeling very tired
- losing weight without trying to
- itching around your penis or vagina, or repeatedly getting thrush
- cuts or wounds taking longer to heal
- blurred vision

Recent research shows that it is possible to make some life-style changes to prevent the onset of type 2 diabetes, which is fantastic news.

Further information and support can be found at www.diabetes.org.uk
Local support groups for NW London are detailed at knowdiabetes.org.uk
or harrow.diabetesukgroup.org/news/updated-local-diabetes-support-groups



Health Help Now

Health Help Now is an mobile phone app, developed by the NW London Digital Innovation team, designed to empower patients to find the right health services to meet their needs, especially when they are not sure what to do or who to contact. It is a one-stop shop for logins, symptom checkers, online advice and local services. You can book or cancel appointments; check your medical records; find out how busy the local walk-in centres are at present and much more.

The app is available in Harrow, Brent, Ealing, Central London, Hillingdon and West London. It will soon be available in Hammersmith, Fulham and Hounslow. It can be downloaded from PlayStore (for Android) or Appstore (for iPhone).

The Digital Citizen Education programme has been launched across NW London to teach patients how to use Health Help Now. If you would like to participate in this programme please send an eMail to: digitalcitizen.nwl@nhs.net

Harrow's Primary Care Strategy 2018/19 – 2022/23



Harrow CCG is currently developing a vision for the future of primary care. The objectives are to address the challenges Harrow faces in ensuring it has the workforce it needs to deliver patient care, as well as setting out an ambitious programme for changing the way GP's work.

Dr Genevieve Small (CCG Chair) says, "This change will involve increasing collaboration across GP Practices, as well as with our communities in healthcare and in the broader community, to truly deliver

integrated and patient focused care. In doing this, we need to strike the right balance between what we all value about the 'local General Practice' and the importance of the relationships and care continuity this delivers; with the need to work in larger groups to secure the voice of General Practice in strategic service developments, to deliver population-based healthcare services and to realise efficiencies from delivering services collectively where it is in the best interests of patients."

Medication Management

Following patient feedback, and to increase the efficiency of obtaining prescriptions on time, our surgery recommends that patients on certain medications should be able to request 3 batches of 2-monthly repeat medications. Medications that require regular monitoring will be excluded from this.

The advantage is that patients will have three scripts of two-monthly medications, kept by the pharmacist and issued when due. Pharmacists can also deliver these medications to house-bound patients.

Patients can either nominate their pharmacies on-line via our website (enderley.nhs.uk/navigator/electronic-prescription-service) or directly via

the pharmacy. Nominating your chosen pharmacy will allow you to accurately track prescription requests and enable the surgery to issue them in a timely manner.

We would encourage all patients to register for Patient Access (information may be obtained from the Surgery Reception) in order to benefit from this scheme.

NHS England have recently advised all GP practices that certain low-value medications, plus those which can be obtained directly from pharmacies at a cheaper cost, should no longer be prescribed; even for patients who have a prepayment card or are on benefits. Therefore, the practice will have to

follow these new NHS England rules and gradually stop prescribing these medications by 1st April 2019. For a list of the medications which are no longer prescribable, please refer to the posters in our surgery or the information on our website. If you wish to discuss this further, then please contact Harrow CCG by telephone, email or writing to the address below and **not the GP surgery** as we cannot reverse the NHS England decision.

Tel: 020 8966 1106
Email: bhhcomplaints@nhs.net
In writing: The Heights, 3rd Floor,
59-65 Lowlands Road, Harrow,
Middx HA1 3AW

10 Weald Lane Harrow Weald
Middx HA3 5ES
Tel: 0208 427 1454

Have you used our new website? If not, why not?!



Our new website www.enderley.nhs.uk has been live since September 2018 and we thank you for your suggestions and feedback which we took on board whilst customising it for you. You asked for an easier way to communicate with us, face-to-face or via our busy phone lines and hence the website was born. It is accessible not only by computer but is fully compatible with mobile phones and tablets.

We know that many of you have used the website to contact us with non-urgent queries, request medications or extensions to sick notes. It is much more efficient for us to process queries via the website than via the phone or even email and we encourage patients as much as possible to consider using this invaluable tool, first.

There are eight distinct areas (or 'rooms') to enter via a grid on the main page as well as detailed sections on practice information and a practice news

feed that is regularly updated. A number of features have been added to the site since it went live and there may be features you have not yet discovered!

If, for example, you have high blood pressure or it is suspected, you can average home blood pressure readings on the website under **Health Review and Assessment Clinic** and then submit them directly to the surgery. Under the same section, you can request a repeat of your contraceptive pill by submitting an electronic form with the required information with your prescription request. You can find advice on how to manage minor illnesses and injuries under **Treatment Room**. You can check whether you are likely to need vaccinations or antimalarials for an upcoming trip under **Travel Room**. There is a compendium of information

under **Wellbeing Centre** about locally available support and useful websites for you to browse. Through the referrals portal under **Reception and Enquiries** you can self-refer for maternity care to your chosen hospital or to psychology services for counselling.

There is much more so why not log on and explore the site?

Remember, that alongside the website, if you wish to see your own personal medical information you need to register for Patient Access (patientaccess.com). Through this, you will be able to request medication from your current list and track the progress of your medication requests. You can view a list of your medical conditions and see your test results. If you have not done so already, you can submit the forms to register for this service via our website.

Care Quality Commission (CQC) Inspection

The CQC conducted an inspection at Enderley Road Medical Centre (ERMC) on 18th September 2018. Detailed reports of their findings are available at cqc.org.uk/location/1-566451134

The CQC reviewed a large number of parameters thoroughly and compared the performance at ERMC against other surgeries in our area as well as on a national basis. **The main objective was to thoroughly check five key parameters with the following results:**

Parameter	Result
Safe	GOOD
Effective	GOOD
Caring	GOOD
Responsive	GOOD
Well led	GOOD

As well as evaluating the clinical aspects, CQC considered how easy it was for patients to gain access to the services

and also how effectively ERMC worked with the patients' group, ERPA. The CQC encouraged the use of regular feedback surveys and urged the surgery to continue to act upon any negative points reported.

They were pleased with the events organised for patients to promote healthy life-styles and to efforts made to improve overall relationships with the patient base.

Free Tai Chi & Qigong [New]

A weekly programme, incorporating Tai Chi and health advice is being launched for our patients to help with diabetes. It is available at a reduced cost for the first 50 patients only, please enquire for more details if interested.



Dear Fellow Patient

By Bipin Dattani, Chairman – ERPA

Enderley Road Patients’ Association (ERPA) has continued to support members by sharing healthcare knowledge and promoting feedback to help improve services. I feel justifiably proud of ERPA’s improving relationship with our patients, surgery staff, several NHS departments and our valued associates.

We remain committed to promoting healthy life-styles. In 2018, ERPA organised two well attended specialist talks for our patients:

- **April:** Heart of The Matter, presented by Consultant Cardiologist Dr Navtej Chahal.
- **November:** Diabetes awareness, organised by Dr Shameer Shah, presented by Dr Woodhouse, Asha Sangrajka and Norma Jeremiah.

The surgery has improved over the past year, and was again awarded a ‘good’ rating in the recent inspection by the CQC (Care Quality Commission); the number of staff has increased; a brand new website has been launched

and a minor illness clinic has been implemented. ERPA works closely with our Practice Manager to resolve any issues and to improve the general quality of services (see front page).

To help improve patient health, ERPA:

- Launched Tai Chi sessions on a weekly basis
- Promoted the ‘Health Help Now’ app
- Held a sponsored walk involving surgery staff and patients.

ERPA are closely tracking future radical changes expected within Primary Care Services and are well-recognised by Harrow CCG. We are championing several new schemes collaboratively across NW London.

ERPA are increasingly using email to keep in touch with patients, however because of the General Data Protection Act of 2018, we need your consent before sending any updates. To request further information, please send an e-mail to erpanews@gmail.com

Tai Chi for Health



As our awareness of the health benefits of Tai Chi increases, we begin to substantially shift our attention from its mythical and mystical aspects to what it can offer to improve our health and well being.

Tai Chi differs from other types of exercise, the movements are usually circular and never forced; muscles relaxed rather than tensed; joints not fully extended or bent; connective tissues not stretched.

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Home visits available for the housebound

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WWW.VISION-CARE.CO.UK

Tai Chi can be easily adapted for anyone, from the fittest to those confined to wheelchairs or recovering from surgery.

Working with ERPA, the **Harrow Tai Chi for Health Group** promotes Dr Paul Lam’s Tai Chi for Health programmes starting with **Tai Chi for Rehabilitation & Tai Chi for Diabetes**. A new joint social prescribing programme is also under consideration. Please send an email to erpanews@gmail.com for further details.