



## Marylebone Health Centre

# Practice News Update December 2016

Issue no17

Produced jointly by the Patient Partnership Group (PPG) and the Practice Team of the Marylebone Health Centre (MHC) [www.marylebonehealthcentre.co.uk](http://www.marylebonehealthcentre.co.uk)

From Jacqueline Glasser

Chair, Patient Partnership Group

Welcome to our Winter News Update.

An update on Mental Health Policy: there has been for some time a policy to move patients out of secondary care (hospitals) where possible into primary care where the GP will be responsible for overseeing their care. Patients have been encouraged to be more involved in the decisions with regard to their care. It has been recognized that an equal partnership between professionals and the public is crucial to improving services. There have been several workshops with patients stating what they feel is important in the development of the services. One priority is the enhancing of the quality of life for people with long-term mental health problems to help them become more independent where there are often environmental barriers and sometimes financial ones.

For anyone affected by mental illness or wanting to improve their mental health, the web-site [Go4MentalHealth Westminster](http://Go4MentalHealthWestminster) may be of help.

I wish I had some encouraging news about the NHS but we seem to have had to endure cut-back after cut-back. However we are fortunate that, in spite of that, MHC is valiant in endeavouring to continue to give patients the highest quality service.

With best wishes to you all for Christmas and a happy and peaceful New Year

### NHS Friends and Family Test Feedback

#### Every month we ask patients;

*How likely are you to recommend the GP practice to friends and family if they needed similar care or treatment?* The results of October's responses were as below;

**Extremely likely/likely** – 26

**Neither likely or unlikely or don't know** – 3

**Unlikely or extremely unlikely** – 2

Thank you to all patients who completed a form and the results and comments will be discussed at the next PPG meeting.

## DATES FOR YOUR DIARY

### Ask the Experts Event -

We are planning some health information events-if you have a topic you would like us to cover in 2017 please let us know  
[CLCCG.PPG@nhs.net](mailto:CLCCG.PPG@nhs.net)

### PPG MEETING DATES 2017:

**January 23<sup>rd</sup>, February 27<sup>th</sup>, March 6<sup>th</sup>, April 24<sup>th</sup>,  
June 5<sup>th</sup>, July 17<sup>th</sup>, September 4<sup>th</sup>, October 16<sup>th</sup> and  
November 27<sup>th</sup>**

**The last meeting of 2016 is to be held on  
12<sup>th</sup> Dec 2016**

### Meetings are held in the Crypt Hall/surgery from 6-8pm.

All patients are welcome and if you would like to contribute to CCG activities but are unable to attend please email [CLCCG.PPG@nhs.net](mailto:CLCCG.PPG@nhs.net) to contribute and ensure that you can take part in consultations about the services we offer.

**Did you know: that Jeanette Creaser, the Practice Manager, holds a surgery every week at the Practice where patients can come and speak to her about a wide range of matters from Practice systems to accessing their full medical records? Appointments can be made through Reception.**

**Zero Tolerance-** We have a zero tolerance policy to aggressive and unacceptable behaviour exhibited towards our staff and other patients. Unfortunately there has been a number of incidents at the surgery where callers/patients have behaved in an aggressive and threatening manner towards our staff and other patients. To ensure additional protection between the hours of 7-9am and 1.30-2pm and after 6pm the surgery door will be closed to callers. If you have an appointment, or wish to access the surgery during our opening hours and the doors are closed please ring the doorbell and a member of our staff will provide entry for you.



## Meet the Staff

**Staff changes:** We welcome **Dr Claire Stern and Dr Lucy Liu** as our new doctors post qualification on rotation starting with us 7.12.2016.

We say goodbye to **Dr Brigid McGaw** who has completed her full year as a registrar at our surgery. We also welcome **Ellen Storan** who is our new CBT therapist.  
*\*reminder- Dr Collinson has reduced his clinics which means his availability is now limited.*

**Staff Spotlight-Dr Afsana Saha**  
Has been working with refugees in Greece last summer but is now back at work at Marylebone three days a week. Look out for her stories in the next Newsletter.

**On line Services- The SystmOne on line booking/cancelling appointments and requesting prescription request service is now available. You can also see your coded medical records on line. If you wish to be registered for this service please speak to Reception. You will require an email address and ID for each person in your household.\* *We are sorry but the details which we held for you previously are not transferable, so we do have to ask you to repeat the process.***

NEW Musculoskeletal service- Any patient with a musculoskeletal problem that they would have normally gone to their GP for consultation, can now self-refer! Exclusions may apply

To self-refer;

- 1) Telephone Central London admin line: 0203 070 0808, where they will take the referral
- 2) Via Central London website:  
<http://healthsharelondon.org.uk>  
and click on the self-refer tab to populate a referral form

*Peter, the Practice Osteopath, still offers some appointments with us on a Tuesday. These appointments are limited.*

## **Wasted appointments increase waiting times for patients!**

Thank you to all those patients who do cancel their appointments when not required as this has greatly reduced wastage of our appointments.

**So please cancel any appointments you are unable to attend, whether at the Practice or a hospital, so that it can be used by someone else. You can cancel on line (speak to Reception) or through our website: [www.marylebonehealthcentre.co.uk](http://www.marylebonehealthcentre.co.uk)**

## **Your free Influenza ('flu) Vaccination-**



The 'flu is a highly infectious illness that spreads rapidly through the coughs and sneezes of people who are carrying the virus. It remains a major cause of illness especially in the elderly and those with chronic diseases. Immunisation has shown to reduce the risk of contracting the flu and the possible complications of such as pneumonia. As part of the National Flu programme the vaccine is offered free to a number of groups. These include those aged 65 and over, pregnant women, children aged two to four, carers and those with chronic diseases such as diabetes, lung, heart, liver or neurological disease and immunosuppressed patients. If you are entitled to a free vaccine you will receive an invitation letter or Text from the Practice.

Speak to Reception for more information.

**If you don't want to have a flu jab or have your jab privately, at your pharmacy or elsewhere please let us know as we have a duty to continue to offer this service throughout the flu season and is very resource heavy.**

**Results-** To access your results you can register for online access and see your results as soon as we receive them! Please ask at reception.



**Changes to sharps disposal-** Due to NHS contract changes the surgery and local pharmacies can no longer accept returned medicines or sharps bins which you may use at home. We appreciate that this may be difficult for you, however we no longer have access to safe disposal facilities. If you find that your sharps bins need replacing please telephone the number below; **Westminster City Council-Hazardous waste Disposal Department. For needles and syringes contact the Environment Action Line on 020 7641 2000. Medicines can be collected through the City of London Hazardous Household Waste Collection Service (see above).**

Do you want to contact PPG –Please email us on [CLCCG.PPG@nhs.net](mailto:CLCCG.PPG@nhs.net). Look at our website for more information on how to contact the surgery and to read about our services [www.Marylebonehealthcentre.co.uk](http://www.Marylebonehealthcentre.co.uk)



## WHAT IS THE INTEGRATED CLINICAL APPRENTICESHIP?

The Integrated Clinical Apprenticeship is a new project involving Imperial College School of Medicine’s Year 5 students, working in pairs in the community to enable them to learn from patients and experienced GPs and help them become more well-rounded Doctors.

Each pair of students will develop their own “Caseload” of patients and follow their healthcare for a full year.

If you agree to see our students, they will be available for appointments at your GP surgery on a Thursday morning. You will still be able to see your own GP as required and when a student is seeing you for a new problem, you will always be reviewed by a GP after seeing the students.

Throughout the year, if you have any other hospital appointments, we would encourage you to share these dates with your students so that they may come with you.

You are free at any time during the year to stop participating, or to refuse students attending certain appointments and parts of your care.

## WHO DO I CONTACT IF I WANT MORE INFORMATION? -

Each pair of students has an assigned GP tutor in your Practice. Please do ask them if you have any questions. (at Marylebone Dr Parekh and Dr Mtandabari are the GP leads for this project)

If you want to know more about the project itself, please do contact the team on the e-mail addresses below: [Andrew.mcKeown@imperial.ac.uk](mailto:Andrew.mcKeown@imperial.ac.uk) (ICA Course Co-Director) [b.brogia@imperial.ac.uk](mailto:b.brogia@imperial.ac.uk) (administrator)

## Your patient record

In order to support your care, NHS healthcare professionals maintain records about you. At our surgery we take great care to ensure your information is kept securely and used appropriately. Our staff are fully trained to understand their legal and professional obligations to protect your information. ***Our NHS IT system we use can be enabled to allow other health professionals and their teams to support the provision of your care by 'sharing-out' your medical records. This is done centrally on our system and unless a patient informs us that they wish their notes not to be shared their medical records will be shared as described below. At the moment we have NO information automatically being shared out-However we have been asked to share out all patients medical records automatically and we have been informed that;***

**You have the choice not to share-** You can ask for all or some of your information not to be shared outside of the practice. If you decide not to share at all this will not affect your entitlement to care. However, it may result in the delivery of your care being less efficient as clinicians will not see your full medical history. If you have any concerns about how your information is shared or held, please contact reception or our practice website.

**Access to your health information-** You have a right under the Data Protection Act 1998 to access or view information the practice holds about you, and to have it amended or removed should it be inaccurate. Please ask at reception for details.

**Who can see your information with your permission?** In order to provide you with health care services, trained clinicians and their support teams in the following organisations will be able to see your health care records (this information may change if new services are commissioned by the CCG) :

- |  |  |
|--|--|
| Imperial College Healthcare NHS Trust  | Greenbrook Healthcare                                  |
| Central and North West London NHS Foundation Trust   | West Middlesex University Hospital                     |
| Chelsea & Westminster Hospital NHS Foundation Trust  | London North West Hospital NHS Trust                   |
| Hounslow and Richmond Community Healthcare Trust   | Central London Healthcare                              |
| Central London Community Healthcare NHS Trust  | Healthshare clinical services                          |
| West London Mental Health NHS Trust  | London and Central West unscheduled care collaborative |
| Community Outpatients  | BOC Healthcare UK                                      |
| GP practices within Central London, West London, Hammersmith & Fulham, Hounslow and Ealing Commissioning Groups. |  |

Health and Social care teams providing you with integrated care and support may also access your care plans with your permission.

- ✓ To opt out of sharing your records please write to the surgery, visit our website, ask reception.
- ✓ To opt in please let reception know, you can ask for some information to be made private which means it is hidden from anyone outside of the surgery.