



Marylebone Health Centre

Practice News Update MAY 2017

Issue no18

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

From Jacqueline Glasser

Chair, Patient Partnership Group

Local Commissioning Intentions- CCG Change of Policy

The Clinical Commissioning Group is presently looking at its intentions for commissioning over the next five years. The biggest change in policy will be to move many services from Secondary Care (hospitals) to Primary Care (GP and Community services). Although in some ways this makes a lot of sense from the patient's point of view, the downside is that no further funding is being allotted to the latter which in practice may mean less access to, for instance, District Nurses and Health Visitors. Once again what looks initially like a benefit could be quite the opposite for reasons of cost cutting.



IT safety- Recent cyber-attack on NHS Systems

Our IT systems are provided by our CCG and during Recent **cyber-attack NO surgery in Central London was compromised.**

Wasted appointments increase waiting times or 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 remember to 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 also cancel appointments by responding cancel to your text reminders.

visit www.marylebonehealthcentre.co.uk for more information.

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

PPG MEETING DATES 2017: April 24th, June 5th, July 17th, September 4th, October 16th and November 27th

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 to contribute and ensure that you can take part in consultations about the services we offer.

LOCALITY MEETINGS-Our voice is heard!

Judith Morris, PPG Deputy Chair

The PPG has the opportunity of appointing a patient member on to the Central Locality, which is administered by the NHS Central London Clinical Commissioning Group. The meetings tend to be either for practice managers in the area of the Locality boundary or the GPs from those practices; the subject matters sometimes differ and the emphasis is also targeted at the relevant audience. Besides the practice managers and the GPs there is usually representation from the CCG and NHS England plus one other patient representative from another practice.

Besides discussing issues relevant to the practices in the Locality there is also often a presentation by a health care initiative team to promote a new strategy. These have been scaled down recently as they never seemed to appreciate the time they were given on the Agenda and always arrived with too much information for the time allotted.

As a patient representative one can basically say whatever one wishes, as we are independent members. This has meant me noticing that when I have brought up a concern based on the topic under discussion, which has meant challenging the CCG, the practice manager's nod vigorously whilst the CCG look uncomfortable; so one can make a difference.

Personally I do find the meetings interesting, especially as I have a health care background. But even so, it is evident that it is important for the public to give up some of their time for these representations so as to challenge and advise from a patient perspective; the starting point is to join the PPG.



Meet the Staff

Staff changes: We welcome **Dr Nicola Hawkins and Dr Deyna Chatzimichalaki** as our new doctors post qualification on rotation started with us 5.4.2017 until August 2017.

We said goodbye to Nurse Marco Salvador who has moved to Australia! We also welcome Juanid Ghani as a second CBT therapist and Daniel O'Donnell who has joined our reception team.



Dr Afsana Safa

Dr Afsana Safa took a five month sabbatical from her GP work in London in the summer of 2016.

During this time, she spent 6 weeks in Northern Greece, first working in the informal outdoor refugee camps and then working with the Greek government to provide medical clinics in their formal refugee camps. She went with an American charity SAMS (Syrian American Medical Society) and managed around 65 volunteers there. Her job as Medical Coordinator involved creating clinics where there was a high need, organising volunteer timetables, logistics and sourcing equipment and medication. She worked closely with other NGOs and the Greek Government to ensure the very best healthcare could be provided to the refugees within the constraints everyone was under. It was incredibly rewarding work, however mentally and physically draining. Her main take away from the situation was that the refugees fleeing Europe for safety were no different to ourselves. They were working people - she met doctors, nurses, chefs, builders, vets in the camps - desperate to escape war and do the best they could for their children and families.

After a brief rest in the UK to recover, she then spent six weeks at Harvard University in Boston studying Global Health. Specifically to learn how we can better use public health data to provide services that our patients need, and learn from the creative healthcare approaches that resource poor settings use to achieve the greatest health outcomes. And after the working and learning, she spent the final month travelling - visiting Johannesburg in South Africa, and exploring Madagascar. She managed to (partially) overcome her fear of heights rock climbing and fear of the sea by scuba diving!

It's been a life changing summer and she's very grateful to her employers, friends and family for enabling it all to happen.



NHS Friends and Family Test

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 March responses were as below;

Extremely likely/likely– 9

Neither likely or unlikely or don't know– 0

Unlikely or extremely unlikely – 0

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



MHC as a Centre of Learning

Marylebone Health Centre has always been known to be a centre of learning and we work hard to create a culture of learning for our team. We believe that it is important that we have a planned programme of learning and this includes the teaching of medical students, junior doctors, nurses, administrative apprentices and students on work placements.

Dr Tom Mtandabari is a qualified teacher of GP registrars. He is part of a teaching programme which is co-ordinated by the London Deanery and Imperial Hospital Medical Schools. Registrars placed at our surgery are 3-5 years post qualification and already have lots of experience of seeing patients. They work with us to develop their scope of clinical experience in a general practice setting. They have regular supervision with senior doctors at the practice.

Dr Goodstone and Dr Mtandabari are also trainers of junior doctors who are 2 years post qualification and have already worked in hospital settings seeing patients. They spend 4 months with us to experience life in general practice and to develop the scope of clinical problems. They have an allocated supervisor for each clinic and discuss cases at the end of the clinic.

..... Since the local NHS commissioners withdrew the nail cutting contract with Age Concern/podiatry service some local Nail SPA's offer discount rates to patients 65 years and over. PPG suggest that it is always worth asking.



Did you know.....We have a same day service for all urgent clinical matters?

We have a duty doctor who is able to deal with a clinical problem that needs to be dealt with on the day. They deal with patients in order of clinical priority but we try to call all patients back within 2 hours. If the duty doctor feels you need to be seen they will ask you to attend later that day and give you a booked appointment.

We have a duty nurse who can take your call each day between 12-12.30. They can provide travel advice, contraceptive advice and advice on wound care and immunisations for children.



.....You can now book and cancel appointments on line, request prescriptions to be sent electronically to your pharmacy and see your medical notes on line? Ask reception to register for on line access? Visit our website

Charity supported Self-Managed Diabetes London- Marylebone Health Centre is participating in a 3 month pilot which will offer additional support to patients with diagnosed diabetes.



The aim is to improve coaching on the X Pert program using motivational interviewing techniques. Exclusions are that the service is not for under 18's, doesn't include type 2s on insulin, or patients who are pregnant.

The support is offered through telephone consultations with a Health Psychologist, and they will work alongside your GP and Nurse to help you learn to manage your diabetes better and improve your health and wellbeing. If you are interested please contact the surgery and speak to Nurse Karen.

www.marylebonehealthcentre.co.uk

for information on all our services and see the exercise and lifestyle pages.....



Team MHC's fundraising - The staff at Marylebone Health Centre have decided to participate in the London Spring 10k in Regent's Park on the **20th May**. We trained during lunch breaks and after work and are looking forward to the event!

We are raising money for the charity Cardiac Risk in the Young (CRY) who aim to prevent sudden cardiac death in young people through awareness, screening and research, and also support affected families. CRY offer free cardiac screening at various locations for young people between the ages of 14-35.

Through Virgin Money Giving, you can sponsor us and donations will be quickly processed and passed to charities. Virgin Money Giving is a not for profit organisation and will claim gift aid on a charity's behalf where the donor is eligible for this.

I am pleased to announce that all 12 of the MHC Team runners completed the course and we have raised almost £2,000. Our donations page is still open. To make a donation please log onto <http://uk.virginmoneygiving.com/TeamMHC>

Thank you to all our sponsors and to Drew and Jacqueline for their support on the day.



GP name	<i>GP's special interests/lead for/specialism</i>
Dr Andy Goodstone	Diabetes/Multiple Pathology, Adult Safeguarding, Heart related conditions including Anticoagulation & Mental Health
Dr Tom Mtandabari	Education and Development, Osteoporosis and MSK, Dermatology & Minor surgery and Prescribing. Caldicott Guardian.
Dr Afsana Safa	Cancer and Palliative Care, NHS Commissioning
Dr Katie Moey	COPD
Dr Lisa Drew	Safeguarding Children, Atrial Fibrillation and Gynaecology/
Dr Ravi Parekh	Teaching and Education/ Dementia
Dr Kevin Patel	Research
Dr Nicola Hawkins	Junior Doctor
Dr Deyna Chatzimichalaki	Junior Doctor

GP weekly rotas- All Doctors participate in on call rota so subject to change.

	MON	TUE	WED	THURS	FRIDAY
Dr Andy Goodstone	✓	✓	✓	✗	✓
Dr Tom Mtandabari	✗	✓	✗	✓	✓
Dr Afsana Safa	✓	✗	✓	✗	✓
Dr Katie Moey	✓	✓	✓	✓	✗
Dr Lisa Drew	✓	✓	✓	✗	✓
Dr Ravi Parekh	✗	✓	✗	✗	✓
Dr Kevin Patel	✓	✗	✓	✓	✓
Dr Nicola Hawkins	✓	✓	✓	✓	✓
Dr Deyna Chatzimichalaki	✓	✓	✓	✓	✓

TOP TIPS from your PPG.....

Before your consultation with a GP or Nurse- Things to consider

- Visiting for the first time? Take a list of all MEDICATION that you are currently taking.
- Are you making an appointment with the right person? You may be better seeing a Pharmacist, Practice Nurse, Optometrist/ Dentist- reception can help you decide and understand your options!
- Would you like someone to go to your appointment with you? You can take a friend, a relative; request an interpreter and a chaperone if you are having a sensitive examination
- Arrive on time. When you arrive late your appointment is reduced and late arrivals may not be seen as this can cause delays in the running of the clinic.
- Are you clear about what you need to see the GP/Nurse about? Make a list of your problems so the clinician can help you prioritise and deal with the most important thing today.
- Wear loose and comfortable clothing if you think you will need a physical exam
 - Did you understand everything the Dr/Nurse said? If not ask them to explain again.

- Are you happy with your visit? If so let us know what we did well so we can learn from your feedback.



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