



## Marylebone Health Centre

# Practice News Update October 2018

Issue no22

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)

### Telephone System-

For some time MHC has been improving the telephone system which has been far from satisfactory. Various options have been looked at, together with the quality of service once installed. There were two or three possibilities which on the face of it seemed to be what we were looking for, only for us to learn on checking with other practices that the follow-up when there was a problem was below the standard we required.

Although a multiple choice system was not popular with some patients, the majority favoured one which has now been installed. We have tried to keep the choices to a minimum

We did a survey of calls over one week and found the following:

24% of calls were people asking for the address and contact details, including how to register. These calls are now put through to an automatic information line

21% of calls were for test results; These calls have greatly reduced now that many patients have registered for on line access

16% of calls are to ask about insurance reports, forms and letters; these calls will be diverted to Gill, or Leda in our admin area in Gills absence.

All other calls from patients, including various queries and requests for appointments, go straight through to Reception

Receptionists will soon be using headsets which should enable them to hear callers more clearly and improve confidentiality

Jacqueline Glasser, Chair, PPG

## 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 2019 please let us know [CLCCG.PPG@nhs.net](mailto:CLCCG.PPG@nhs.net)

### **PPG MEETING DATES 2018:**

November 5<sup>th</sup> December 17<sup>th</sup>

**2019:** January 28<sup>th</sup>

**Meetings are held in the Crypt Hall/Practice from 6.00 - 8.00**

All patients are welcome.

**If you would like to contribute to the PPG but are unable to attend meetings, we should be glad if you would email**

[CLCCG.PPG@nhs.net](mailto:CLCCG.PPG@nhs.net) **your thoughts and suggestions about the services we offer.**

[www.marylebonehealthcentre.co.uk](http://www.marylebonehealthcentre.co.uk) - For more information please visit our website and visit the Patient Partnership Group page

***Did you know..... That we are open on Wednesday afternoons from 2.00 to 6.30***

**If you were rushed into hospital, how much would the doctor know about you?**



Ask your GP about adding information to your Summary Care Record

#UseSCR





## Meet the Staff

**Staff changes:** We welcome **Dr Michelle Lee** and **Dr Danielle Roberts** our new doctors post qualification on rotation who started with us in August 2018.

We are very pleased to tell you that **Dr Puja Verma** and **Dr Lisa Drew** returned to work with us from 17th September



### Jefferson Salazar Reception Manager

Hello my name is Jefferson. Most people call me Jeff. I've been working at the Marylebone Health Centre for five years. I started working at the Centre as part of an apprenticeship scheme which was for a year. Within that time I was able to develop my communication, interpersonal, organisational and multitasking skills. I also learnt the importance of good customer service when working with patients. All of the learning helped me to appreciate the work that goes on behind the counter!

I now manage the Reception team and support Jeanette, the Practice Manager. Much of my work is to ensure the Reception team use safe systems and work efficiently and professionally.

When I'm not at work I like keeping fit and travelling.

#### ADVICE

*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 12.00-12.30. They can provide travel advice, contraceptive advice and advice on wound care and immunisations for children.*

## FLU SEASON 2018/19



'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 '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, 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 . Please feel free to check with Reception if you think you should have one.

*Look out for posters, on the Practice website or 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.**

**The Walk in Flu Clinics were very successful and we now invite patients to call the surgery to book an appointment to have their jab!**

**Children: From mid-end October 2018 we will be offering a nasal flu spray for all 2/3 year olds who are born between 1st September 2014 and 31st August 2016.**



**Team MHC's fundraising** - The staff at Marylebone Health Centre have decided to sponsor ZIMKIDS a charity which helps support children and their families who live in Zimbabwe who are affected by HIV/AIDS.

We have already raised £800 from a range of activities which have included hosting a tea party and cake and bake sale, donating our lunch money for one month and holding Valentine events for the staff, and a world cup sweepstake!

We have planned some fun summer events which will include running a mini marathon and making a CD! If you would like to support this worthy cause please visit the ZIMKIDS website.

<http://www.zimkids.org/about-us>



**DON'T WASTE NHS APPOINTMENTS!**

Please cancel any appointments you have made and cannot attend. These appointments can be used by someone else. When you make and fail to turn up, your appointment cannot be used by someone who needs it!



**Marylebone HC Fit Bit Challenge**

*The Practice Team all started to wear Fit-Bits over the summer and they set themselves challenges to keep fit and improve their health!*

*Patients joined in and we were able to display all the challenges in the Waiting area-Thank you to everyone who participated.*

***It's much more fun getting fit with***



***friends!***



**NHS medicines cost campaign**

The NHS in Brent, Ealing, Harrow, Hillingdon, Hounslow, Hammersmith & Fulham, Kensington & Chelsea, and Westminster combined spent over £13 million last year on products that can be bought without a prescription at pharmacies.

The NHS is under pressure and budgets are not large enough to pay for all the treatments the NHS would like to purchase. Local NHS commissioners would like to spend less on medicines patients can buy without a prescription to enable us to free up funds for other valuable NHS services.

Your doctor will be asked to consider all prescriptions for over the counter medication and to advise you that the medicine that they recommend for you is available to buy without a prescription at pharmacies. This also means that if you require this medicine again you don't need to make a doctor's appointment but can go straight to the pharmacist to get it, saving both you and the doctor time.

**Thank you for supporting this campaign and when you buy the medicine at the pharmacy, please ask for the least expensive appropriate form of the medicine.**



Call our **pharmacists** on Monday and Friday for medication reviews and advice on managing your medication

**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 the August/Sept responses were as below;

**Extremely likely/likely- 14**

**Neither likely or unlikely or don't know- 1**

**Unlikely or extremely unlikely - 0**

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



## London NHS Breast Screening Programme Invitation Process

The West London breast screening service will be inviting our eligible patients to attend for breast screening from October 2018 at St Mary's Hospital. If you get an invitation please respond.

Breast screening aims to find breast cancers early. It uses an [X-ray](#) test called a mammogram that can spot cancers when they're too small to see or feel.

As the likelihood of getting breast cancer increases with age, all women aged 50 to 70 and registered with a GP are automatically invited for breast cancer screening every 3 years.

**visit: [www.nhs.uk/breastscreening](http://www.nhs.uk/breastscreening)**

1. You may be eligible for breast screening before the age of 50 if you have a very high risk of developing breast cancer.
2. If you are over the age of 70, you will no longer receive screening invitations although you can still have screening if you want to, and can arrange an appointment by contacting your local screening unit or GP.

**Contact the West London service to arrange screening on 0203 313 6644 . They are based at Charing Cross Hospital.**

***Did you know.....Patients are entitled to request the attendance of a chaperone.*** Intimate examinations can be embarrassing and clinicians are sensitive to this and will always gain consent before performing any examinations.

Before conducting intimate examinations Drs and Nurses should explain why the examination is required, you can ask questions so we can ensure that you understand what is involved and what to expect including any possible pain and discomfort. The Patient must always give permission for the examination to take place.

You can request, or you will be offered, a chaperone to be present. This may be someone that they bring along or someone trained as a chaperone. Chaperones would usually be another clinician but where this is not possible a trained, senior member of the administration team can be asked to attend. The patient must always give consent before they are invited into the room and they must be in attendance before the intimate examination begins. Chaperones @ Marylebone understand what is involved, they are all trained and they will stay with you throughout the examination.

If the clinician or patient is unhappy to continue with the intimate examination and or a chaperone is not available the examination can be rearranged to accommodate the patients and clinician preferences.



***About 1 in 8 women in the UK are diagnosed with breast cancer during their lifetime. If it is detected early, treatment is more successful and there is a good chance of recovery.***

***To find details of your local Breast Screening unit***