



Marylebone Health Centre

Practice News Update September 2017

Issue no19

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

Report from National Association for Patient Participation 39th Annual Conference- Judith

Morris, Deputy Chair, PPG I represented MHC at this year's National Association for Patient Participation (NAPP) Annual Conference titled Patients, Partnership and Power. It was sponsored by the General Medical Council and, besides the lecture programme, had an interesting marketplace of exhibitors.

The Keynote speakers were Prof Pali Hungin, the outgoing President of the British Medical Association and Ruth Rankine, the Deputy Chief Inspector of General Practice for the Urgent Care and Digital Services Care Quality Commission.

Prof Hungin said that there were less doctors in training and that doctors opting for specialist training were also reducing in number. He felt there was no forward planning for health compared to other fields, and that the climate of knee-jerk reactions was inadequate. There needs to be a change in approach to a doctors' work, taking into account technological advances and colleague specialities; it is not just the worry about appointment times.

Ruth Rankine explained the role of the PPG in supporting the practice for its Care Quality Commission (CQC) rating. Unfortunately the CQC inspections still relate to the practice of years gone by rather than the current issues of locum GPs with no interest in full time work and even less interest in administration. It was pointed out that local MPs and the Department of Health is the power base and any general concerns should be addressed to them.

The rest of the day was spent in workshops of choice which covered social media, 'special measures', social prescribing, consultation skills teaching and the new concept of a NAPP 'Group of 100'; the latter was about gathering a list of PPGs available for responses to questions from other organisations who often give short deadlines. The facilitator of the skills teaching workshop particularly valued the exposure to patients. Apparently they had never asked patients to critically review how a medical student was performing during a consultation in a professional exams situation.

Delegates pointed out a number of issues related to the particular scenario. It was interesting to chat to people from other PPGs country-wide and heartening to find out that many have the same problems with lack of interest and the demographic of members. However, we all want this to change and hopefully a broader representation will happen in due course.

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

Diabetes Meeting-Cavendish Health Centre in autumn-date to follow

PPG MEETING DATES 2017: 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.

St Marylebone Parish Church

Music for the Moment: The next concert, when Trio Opal, from the Royal Academy of Music, will play favourites from the string trio repertoire, is on Friday 29th September at 3 pm (afternoon tea served from 2.30 pm) at St Marylebone Parish Church. These monthly concerts are designed with those experiencing dementia and their families and carers in mind, but everyone is welcome and admission is free.

Future dates: Friday 27th October

You're invited

NHS Central London Clinical Commissioning Group invites you to attend our:

Annual General Meeting

Wednesday 27 September 2017, 6pm – 8:30pm
Impact Hub Westminster, 1st Floor New Zealand House, 80 Haymarket,
London, SW1Y 4TE

Drinks and light refreshment will be available



Meet the Staff

Staff changes: We welcome **Dr Holly Hough and Dr Zoe Robinson** as our new doctors post qualification on rotation who started with us 2.8.2017 until December 2017. Dr Puja Verma is our new registrar from 2.8.17-1.4.18. We are delighted that Dr Ravi Parekh has formally joined our practice as a permanent GP. Dr Parekh will be working with us every Tuesday and every Thursday.

We said goodbye to Dr Kevin Patel, although Dr Patel will still be providing some occasional sessions.



Ben Doyle

Ben Doyle is our care navigator (CN), a role which started as a pilot scheme at the end of 2013 to begin to join up the range of different health & social care services patients may receive to ensure they experience it as one seamless service, with their needs placed at the center. The CN role was taken over by CLH (Central London Healthcare CIC) in July 2016 & now sits within their care coordination service.

Ben describes the care navigator role as having a number of differing facets, with a degree of flexibility to the role enabling the CN to adapt to best support the practice and their patient demographic, but the main areas of work are helping GP's and patients with community service referrals and navigating through the complex maze of community services.

Ben enjoys working with the clinical team at Marylebone to manage there more complex patients by chasing referrals, getting feedback and chasing social care provision. He also assists with out-of-hospital care planning process & subsequent referrals raised from those care plans (undertaking the non-clinical more social care, housing or environmental related side of the care planning pathway).

One of Bens current projects is the PAM (Patient Activation Measure) & linked work on health coaching.

Ben's role, tries to help improve relationships & communication between health, social care & third sector organisations. He believes as services are being put under more & more pressure due to cost-savings, stream-lining of staff & ever increasing workloads, work load stress impacts on good communication & the reaffirming of these relationships & creation of new ones, help to create a more seamless service provision for patients.

When Ben is not at work he enjoys travel, and spending time with his many friends. He seems to spend a lot of time looking after his family dog, for some reason he is the chief dog walker!

Friends and Family Test (F&F) - The Department of Health have asked all GP practices to take part in a quick survey. We will ask our patients via text message if they would recommend the service to their friends or family.

If you receive a text relating to the above matter please complete the survey, which will only take 2 minutes as it provides us with valuable information.



Results of recent F&F Tests:

July 2017 57 out of 62 responders would recommend our surgery

What you told us you liked? Our Reception staff, GPs & Nurses

What you told us you were unhappy with? our management of forms, access to GP of choice, confusion related to the choosing wisely prescribing scheme

What plans have put in place and agree with PPG to make improvements to the services we offer?

- 1- We have been working with the administration team to agree a tighter form management policy
- 2- We are reviewing our GP clinics to look at continuity of care
- 3- Staff have been reminded of the choosing medication wisely policy
- 4- We will be updating the PPG on access & discuss walk in services.

We have recently undertaken surveys on Minor Surgery, Nursing Services and Carer's support. Full results can be viewed on our website.

Team MHC's fundraising - The staff at Marylebone Health Centre participated in the London Spring 10k in Regent's Park on the **20th May**. We raised over £2,000 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.

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



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.

ADVICE

When you receive a text reminder you can cancel your appointment by responding CANCEL Contact reception at the surgery if you do not have this facility

**.....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? You can see your results as soon as your doctor sees them!
Ask reception to register for on line access?
Visit our website for information
www.marylebonehealthcentre.co.uk**

Do we have you up to date contact details?- If you have moved, or change your contact numbers did you remember to tell us the Health centre?

Please tell us of any changes to your contact details – help us to be able to contact you about your health.

Thank you Jeff Salazar-Reception Supervisor



Did you know you can sign up to our newsletter through our practice website? This means you receive an emailed copy automatically from the practice. Please visit www.marylebonehealthcentre.co.uk to sign up

Get 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, including those aged 65 and over, pregnant women, children aged two to six, 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 have received an invitation letter or Text from the Practice. **Please make sure you attend for your jab to ensure you are protected for as long as possible.** Please 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 or elsewhere please let us know**

The **walk flu in clinics** shown below will be held at the surgery and patients are seen on a first come first seen basis.

27.9.2017	8.30am-11.30am and 2pm-4.00pm
28.9.2017 & 29.9.17	2pm-4.00pm
2.10.2017	2pm-5.00pm
4.10.17	8.30am-11.30am and 2pm-4.00pm
5.10.17 & 6.10.17	2pm-4.00pm
9.10.17	2pm-4.00pm

From 10.10.17 you can make a booked appointment for flu jabs

..... While thinking of attending for your flu jab did you know we offer pneumococcal and shingles immunisations? Please ask at reception for an

Local NHS commissioners have re-commissioned local interpreting services from *Language line* that will provide telephone interpreting services for patients. *Language line* has interpreters in over 200 languages. Face to face interpreters are now only available in exceptional circumstances. If you feel you need an interpreter please let reception know?

TOP TIPS from your PPG

Did you know that some patients are entitled to free prescriptions?

The NHS cover the cost of your prescriptions if you have a valid exemption certificate.

- Maternity Exemption - If you are pregnant, or have had a baby within the last 12 months the NHS will cover the costs of your prescriptions (if you have a valid maternity exemption certificate). Please speak to your midwife or health visitor.
- NHS Tax Credit Exemption – This is based on you receiving some tax credit benefits and the benefits team will send you a certificate when you start to receive your tax credit benefit
- HC2 certificate is for low income scheme and you should speak to your benefits advisor to see if you qualify
- War Pension Certificate - If you have a war pension exemption certificate the NHS will cover costs related to the disability you have the certificate for.
- Medical Exemption - some medical conditions such as diabetes entitle you to receive free prescriptions. You need to obtain an FP92A application form which you can collect from reception and your GP has to confirm that you have one of the following medical conditions.
a permanent fistula (for example, caecostomy, colostomy, laryngostomy or ileostomy) which needs continuous surgical dressing or an appliance
a form of hypoadrenalism (for example, Addison's Disease) for which specific substitution therapy is essential
diabetes insipidus and other forms of hypopituitarism
diabetes mellitus, except where treatment is by diet alone
hypoparathyroidism
myasthenia gravis
myxoedema (that is, hypothyroidism which needs thyroid hormone replacement)
epilepsy which needs continuous anticonvulsive therapy
a continuing physical disability which means you cannot go out without the help of another person
cancer and are undergoing treatment for either:
 - cancer
 - the effects of cancer
 - the effects of cancer treatment

Further information can be found on www.nhs.uk
OR www.nhs.uk/healthcosts OR speak to your pharmacist

Premises Development at Marylebone - Changing lives project



St Marylebone Changing Lives

www.stmarylebone.org

This year St Marylebone Parish Church celebrates 200 years of the present parish church. Our church has been at the heart of the history of Marylebone for over 900 years, giving its name to the area. Our partnership with the Marylebone Health Centre goes back more than 30 years.

As a patient of the Health Centre you may be aware that we have been successful in securing £3.6m funding from the Heritage Lottery Fund as part of an £8m project to extend and adapt our crypt and create a community hub which will tell the story of St Marylebone. We will also carry out major structural repairs and conservation. Our project will also provide better facilities for the Health Centre. We would like patients to be involved in this renaissance of our church and to help share in its wonderful history. Hence, we would like to find out about what parts of the project you might be interested in.

We would be grateful if you could spare a few minutes to give us your views and help shape this exciting project using the link below to complete a simple survey. Many thanks!

https://www.surveymonkey.com/r/Health_Centre

If you have any questions about the project please contact Ginny Walton at activity@stmarylebone.org or by calling 020 7563 1389.

Please come and see our exhibition about the project in October. Check our website for details.

Marylebone Health Centre - Providing high quality care to the local community