



Marylebone Health Centre

Practice News Update November 2017

Issue no20

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

Welcome to the Winter News Update- Each year it seems there are even more proposed changes in the NHS. What is presented as greater efficiencies are in practice money saving exercises. A User Panel was set up some years ago by Central London Clinical Commissioning Group consisting of patient representatives from the thirty-four medical practices who had agreed to work together. The aim was to ensure the patient's voice was heard, as well as keeping to account those who were providing services to patients. There were sub-groups looking at finance, commissioning decisions, the development and encouragement of Patient Participation (we deliberately have always used the word 'Partnership' at MHC) Groups, etc. I believe some effective work was done and this was supported by the CLCCG. However a decision has now been made by the CLCCG that that support can no longer be given. Instead across Westminster there will be a bi-monthly meeting of a 25 member Patient Reference Group which will consist of 9 User Panel/PPG members with the remaining 16 being made of a mixture of paid people working in the voluntary sector and the NHS

It seems doubtful if PRG will be able to wield the same influence as the User Panel did which was purely patient focussed. There are concerns that the PRG will in effect be no more than a box ticking exercise.

Once again I'd urge patients to get involved with the MHC PPG. If coming to meetings (every six weeks at 6.00 on a Monday) is not for you, then we are keen to set up an on-line forum. **Now it seems more important than ever that we hear from you and that YOUR voice be heard.**

I wish you all a very happy Christmas and a healthy and peaceful New Year

Jacqueline Glasser

Chair, Patient Partnership Group

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 2018 please let us know CLCCG.PPG@nhs.net

Diabetes Meeting-Cavendish Health Centre -date to follow

PPG MEETING DATES 2017: November 27th
Meetings are held in the Crypt Hall/surgery from 6-8pm.

2018 PPG meeting dates: **February 19th, April 9th, May 21st, July 16th, September 3rd, October 15th, November 26th, January 7th 1919**

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, with Lydia Caines on Violin and Matthew Wilsher on Clarinet, is on Friday 27th October at 3 pm (afternoon tea served from 2.30 pm) at St Marylebone Parish Church. These monthly concerts are designed for those living with dementia and their families and carers and admission is free.

Future dates: *Wigmore Hall on the 24th of November, then here at the church again on Jan 26th.*

Please come into the surgery for Self Care week-see the final page for more details! **Self care week @ MHC 13-19th November 2017**



Meet the Staff

Staff changes: We congratulate Dr Katie Moey who is expecting a baby in the New Year. Dr Moey will leave MHC in December and return to work next summer. We will be recruiting a GP to cover her clinics while she is away. Demia Williams is our new apprentice receptionist.

Dr Safa is reducing her clinics to 4 each week and will be covered by Dr Ravi Parekh who works with us every Tuesday and every Friday. We have a new Health Visitor-Cathy Cannon!

We say goodbye to Sarah Scott, the health trainer who worked with us every Monday. The service has been decommissioned by CL CCG. We wish Sarah well and thank her for all her hard work at Marylebone.



Nurse Karen Sanderson

I have been working as a Practice Nurse in London for about 20 years. I initially came into nursing to fit in with raising my children, and the flexible hours have enabled me to balance family and work life.

Over the years I have valued the relationships I have been able to build with my patients and colleagues. I have been working for MHC since August 2015, to begin with, at the University of Westminster in the student health service, working back in the practice in the university holidays to maintain my PN skills.

From last summer I was asked to join the team at MHC permanently and I realised that I had really missed working in General Practice with all of the variety that the work brings!

I am enjoying being a part of the great supportive team at MHC, everyone is valued, whatever their role and new staff are welcomed; the patients are treated with respect and dignity.

Did you know..... We have a same day telephone service for all urgent clinical matters and aim for all calls to be returned within 2 hours. The doctor will assess your symptoms and either offer advice over the telephone or arrange for you to be assessed in person later that day if a face to face consultation is required.

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

ADVICE

Friends and Family Test (F&F) - We ask our patients via text message if they would recommend the service to their friends or family and report the results to NHS England.

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 Sept 17

72 out of 75 responders would recommend our practice

What you told us you liked? Reception staff, GPs & Nurses and on line systems

What you told us you were unhappy with? Waiting times, continuity of care, getting appointments and out of date notice board for homeless and overseas visitors.

Plans have put in place and we agreed with PPG to make improvements to the services we offer;

- 1- Audit waiting times for patients and review with PPG
- 2- We are reviewing our GP clinics to look at continuity of care
- 3- Ensure we maximise appointments available
- 4- We will be updating the notice board

Have you had your 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 four, carers and those with chronic diseases such as diabetes, lung, heart, liver or neurological disease and immunosuppressed patients. If you have not had your flu jab yet please contact Reception to book an appointment. **If you don't want to have a flu jab or have your jab privately or elsewhere please let us know**



If you want to have a private conversation at Reception please let Reception know and they will arrange this for you



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

..... You can now book and cancel appointments on line and request prescriptions to be sent electronically to your pharmacy. We have now expanded our IT facilities so that patients can view their medical records including results on line. Please ask reception if you would like to register for on line access

Visit our website for information
www.marylebonehealthcentre.co.uk



Health Visitors and Services for under 5s at Marylebone

We are very pleased to announce that after a gap of a couple of years we now have a named Health Visitor, Cathy Cannon. Cathy has already become an integral part of our team and works closely with the doctors, nurses and administration team.

Cathy holds a walk in clinic every Monday afternoon from 2pm-3.30pm and can be contacted on T. 02075636160.



Primary Care Homes (PCH) We were very involved with development of a local integrated care system which was a model designed to deliver care where the patient is at the centre and services planned around the patient. This service was not implemented across our area because NHS commissioners felt that this was too costly. MHC continued to work with other practices and continued multidisciplinary working.

MHC staff and PPG are currently working with other practices to create a Primary Care Home. This model means that we will work to economies of scale, standardise the care across our local area and use performance tools to improve the care we provide. This work is very exciting and whilst it may have minimal impact on direct patients care initially it should help our teams to continue to learn, improve and influence the provision of attached services such as district Nursing. If you are interested to find out more email CLCCG.PPG@nhs.net

Results of the National NHS patient survey



The GP Patient Survey is an independent survey run by Ipsos MORI on behalf of NHS England. The survey is sent out to over a million people across the UK. The results show how people feel about their GP practice. We are pleased to see that our 2017 results indicate that patients are generally content with the services we provide

What this practice **does best** ?

✓ **93%** of respondents say the last GP they saw or spoke to was good at involving them in decisions about their care
Local (CCG) average: 78% | National average: 82%

✓ **98%** of respondents say the last GP they saw or spoke to was good at explaining tests and treatments
Local (CCG) average: 83% | National average: 86%

✓ **93%** of respondents say the last nurse they saw or spoke to was good at involving them in decisions about their care
Local (CCG) average: 78% | National average: 85%

We were particularly proud to note that 99% of all respondents felt that they had confidence and trust in the GPs and nurses they had seen at our practice!

PPG reviewed the results with Practice staff and agreed which areas we should consider require improvement:

What this practice **could improve** ?

➡ **69%** of respondents say the last appointment they got was convenient
Local (CCG) average: 76% | National average: 81%

➡ **77%** of respondents were able to get an appointment to see or speak to someone the last time they tried
Local (CCG) average: 83% | National average: 84%

➡ **77%** of respondents find it easy to get through to this surgery by phone
Local (CCG) average: 83% | National average: 71%

We agreed that;

- 1- The Practice should open on a Wednesday afternoon to increase availability and choice for patients
- 2- We would re-advertise the same day telephone consultation service for nurses and doctors
- 3- Improve telephone access systems

You can see a full copy of the results by using the link <https://gp-patient.co.uk>.

Self Care week 13-19th November 2017 .



Self-Care Week is an annual national awareness week that focuses on embedding support for self-care across communities, families and generations. This year's theme is health literacy and the strapline is Understanding Self Care for Life.

Marylebone staff and the PPG would like to support this work and are running a week long campaign with a different health topic focus each day.

Monday 13th - Mental Wellbeing;

10-11am Information stall about local services to help maintain good mental health manned by Judith from PPG and Drs Hough and Robinson

2-3pm Dr Verma can answer questions on mental health

Tuesday 14th November- Diet and Healthy Eating

10-11am Dr Lisa Drew can answer questions on healthy diets especially for children

2-3pm Nurses Karen and Kelly will run an Information stall about maintaining a healthy diet for diabetics

Wednesday 15th - Exercise and preventing falls

10-12noon Ben Doyle/Dr Moey can answer questions on local services to help you prevent falls and keep fit

2-3pm Reception will go for a stroll around Regent's Park-please join us!

Thursday 16th – Look after yourself in winter

11-12noon Saiqa and Yvonne will answer questions on local services to help you keep well and warm

2-3pm safety lecture by the local police and fire safety agency

Friday 17th- Reducing Isolation –let's socialise!

11-12 learn how to use on line services-work shop by Yakup, Daniel and Jeff

2-4 Join our team for tea and a slice of cake-event hosted by Gill

Each day we will have information stall manned by staff with planned activities as tabled above.

Surgery staff are trained as Chaperones. If you would like a chaperone to sit in on an appointment with you please let us know.



What is The Electronic Frailty Index (efi)?

The eFI is a tool which helps identify and predict adverse health outcomes for patients in primary care such as potential future hospital admissions. The tool is built into our IT system and uses information including age, known illness and medical problems, numbers of attendances at hospital and at the practice. An individual frailty score is calculated and is shown in the medical records as mild, moderate or severe.

As a practice the clinical team regularly reviews patients noted to be have a moderate or severe frailty score and creates a care plan to help maximise their health. If you see a frailty score in your medical record please arrange a health check with Saiqa so that your care plan is up to date.

Fund raising @ MHC

In 2017 we raised £167.82 for McMillan Cancer Care by hosting a McMillan afternoon tea event & our staff ran the Spring 10k in Regents Park to raise money for C-R-Y Cardiac Risk in young people and raised £2,000.

Our 2018 chosen charity is Zimkids.



Zimkids is a charity based in Zimbabwe and helps children and families affected by HIV/AIDS, trauma and death and who live in extreme circumstances. They provide very practical, emotional and social support to help them through the desperate situations they face daily. Zimkids also offers education and health opportunities where they can. We have pledged to raise £1,200 in 2018.

If you would like to support our fund raising activities please let us know by speaking to reception or emailing CLCCG.PPG@nhs.net.



Visit the Zimkids website for more information
<http://www.zimkids.org>

Vision Mission & Values



Our Vision- At Marylebone Health Centre we are committed to providing high quality health care to the local community, through education and continued learning in partnership with our patients.

We are currently revisiting our vision and will be meeting with the PPG to discuss this. If you would like to be part of this work please register your interest or send your ideas to CLCCG.PPG@nhs.net



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 community 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 so as 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 community 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 community 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.

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 through education and continued learning in partnership with our patients