



Marylebone Health Centre

Practice Newsletter Autumn/Winter 2020 Issue no26

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

Jacqueline Glasser, Chair PPG

*Worryingly **Corona Virus seems to be** spreading once again with potentially devastating effects. Our Practice and patients face the most challenging time.*

At the Practice they are doing everything they can to keep patients, and staff safe, so that they can remain operational

You can help the Practice keep you safe as follows:

- Visit <https://111.nhs.uk/> to assess your risk and need for testing
- **Do NOT go to the Practice if you are high risk or think you may have the virus.**
- **Make your appointment a telephone appointment- let Reception know**
- **Wash your hands!**
- **Always wear a face mask as advised**

Visit: <https://111.nhs.uk/service/COVID-19/>

With the temperature changing, eating well is vital: make sure you have your five portions of fruit and vegetables a day; stock up with tinned soups etc, dried fruit such as dates and raisins. Covid aside, cold weather can lead to serious health problems such as heart attacks, strokes, pneumonia. It is important to keep your living room between 18-21C (64-70F) and the rest of your home at 16C (61F). Keep active and move around at least once an hour

I send you all my best wishes for the next few months



We are OPEN! In fact we never closed and have remained open throughout the COVID pandemic. However to keep you and staff as safe as possible we ask all patients to call reception to book appointments. Most nurse appointments are face to face however all patients should speak to the GP about their medical problems and concerns initially and then the GP will arrange for treatment/care, or for you to attend in a safe way at an agreed date and time.

DATES FOR YOUR DIARY

Ask the Experts Event - If you have a topic you would like us to cover in 2021 please let us know CLCCG.PPG@nhs.net

END OF LIFE MATTERS

Will be held in 2021

Get guidance on some of the key issues to help you get your affairs in order! Preparing your will! Who can be your power of attorney and what does this mean?

There will be information 'sessions' in the Newsletter which will replace the Ask the Experts Events: look out for Ask the Experts sections on page 4.

PPG MEETING DATES 2020

October 26th

December 7th

**Meetings are held Virtually
from 6.00 - 7.30**

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 your thoughts and suggestions about the services we offer.

www.marylebonehealthcentre.co.uk - For more information please visit our website and visit the Patient Partnership Group page

We would love to 'see' more of you at the Patient Partnership Group which meets every six weeks on a Monday at 6.00 through ZOOM. If you are not able to come to meetings but would like to be involved with the PPG, we want to DEVELOP a virtual strand so do please be in touch if you are interested.* see email below clccg.PPG@nhs.net

Did you know..... you can review test results and request medication/book and cancel appointments on line? Parents can also do this for their children. Ask Reception to arrange this for you.



Meet the Staff

Staff changes: Dr Tanya Kant replaced Dr Wyatt as the register who is with us for a year. We are lucky to be joined by Malcolm Cocksedge, who is supporting the Nursing team to deliver our Flu campaign this year. Dr Moey starts her maternity leave from mid October 2020 and she will be replaced by Dr Patel and Dr Candice Lim.



Jefferson Salazar Reception Manager

Jefferson, Jeff, has worked at Marylebone for 7 years, initially as an apprentice and then as a receptionist.

He has now been promoted to Reception Manager, and leads the team of 5 receptionists and administrators at our surgery. He is also responsible for many of the administration systems and he is particularly interested in prescribing systems and the new E Consult service we are developing.

Jeff led the reception team throughout the difficult COVID response and was pleased to say that they were very supportive and flexible and helped to keep the Practice ticking over and more importantly open for our patients.

During spring 2020 Jeff became a dad, and now has an adorable daughter. He and his wife say that much of their personal time is taken up looking after their new baby!



Age UK Westminster runs a range of services for Westminster residents, mainly aged 65 and over, such as benefits advice, befriending services and welfare benefits guidance. Patients found this service particularly helpful during the recent COVID lockdown.

<https://www.ageuk.org.uk/westminster/>

Or call 02030045610

Prescribing at MHC and Managing Medication



Medication is often a worrying topic for patients- will I run out? Why can't I get this on the NHS? Why is my prescription delayed? Why do I need my medication reviewed again?

At Marylebone Dr Tom is the GP prescribing lead, and he makes sure that we follow best practice and the doctors keep up to date with medication changes. The doctors discuss medication and safe prescribing every month.

It is important to have medication reviews as this helps the doctors know that your medication is working safely and efficiently.

Medication reviews can also be performed by the clinical pharmacist who works at the Practice. Although most medication reviews can be dealt with by telephone some require GP readings or blood tests. Please ensure that you always arrange your medication reviews when asked to do so otherwise the GPs may not be able to prescribe.

Some medication which can be purchased over the counter is now no longer prescribed by the GPs. The NHS has been running a campaign for over a year which says that unless you have a recognised and diagnosed condition where regular medication has to be prescribed for you, then you may be asked to buy the medication yourself. These are usually emollients, creams and ointments, paracetamol, vitamins; the policy applies to all patients- even if you qualify for free prescriptions. GPs have been given a list of medications they may no longer prescribe

Order in good time- Please order your medication in good time. Over a third of all medication requests arrive with a request as urgent. We are unable to meet this demand so **please ensure you take responsibility for ordering with 48 hours' notice.**

Electronic prescription service- the NHS is moving to paper light. This means soon there will be no more paper prescriptions for us to prescribe medication with. Everything will have to be sent directly to your pharmacist. Please ensure we know the name of your nominated pharmacy.

6 tips to help you make the most of your 'consultation' with a GP during COVID

Whether by telephone or face to face all appointments are valuable for patients. It is important that patients and doctors use the time they have well and are able to address their medical conditions and concerns.

1. **Doctors will try to call patients back** within 2 hours of their request for a call. If you have a timed appointment the doctors will try to call as close to the booked time as possible. Please answer the doctors when they call or this will count as a missed appointment
2. **Are you asking/hoping to discuss a lump/mole?** If you are aged 18 or over please take photos of your mole/lump and tell the receptionist when you make the booking; they can arrange for you to send your photo in a safe way so the doctor can see your photo when they call you. **Please do NOT send photos of anyone under the age of 18**
3. **Hearing;** Please make sure you are somewhere confidential and quiet when we call you, otherwise we may not be able to continue with the conversation. If you suffer from hearing loss please tell us in advance and we can arrange a video call for example.
4. **What are you calling for?** Please be clear about why you are calling. If you have a couple of concerns to discuss please tell the doctor when you start and then you can agree which ones to prioritise on the day
5. **Continuity-** Try to arrange for the same doctor to call you back if you are calling about a repeat problem. This saves you retelling your story and provides some continuity for you.
6. **The right appointment for you-** are you seeing the right person? Can your problem be better dealt with by a pharmacist? Or if the matter is about an admin issue? Could you send an E-Consult to ask a clinical question? We provide such a range of alternatives-visit our website before you call to make an appointment www.marylebonehealthcentre.co.uk

Please be mindful that between 9am and 10am the practice receives a high volume of calls from patients who are unwell and need to speak to a GP. Currently we have callers at 9am asking for directions to the surgery, for letters and forms, for their NHS numbers and to order medication. Please be thoughtful and do not call for routine matters as your call stops someone who is unwell from getting through.



TALK BEFORE YOUR WALK

to help us keep our surgery as COVID free as possible always call before you visit us and only come down to the surgery if you have an appointment

Flu vaccination Campaign 2020



Flu jabs protects against flu and is given annually to all patients in at risk groups and aged 65 and over. Carers and Pregnant women are also offered a flu jab, and this year we are also giving flu nasal sprays to our 2 and 3 year old patients.

Please call to arrange flu jab if you havent had yours yet and would like one! You can arrange a booked appointment for a flu jab as long as we have vaccines available.

Children of primary school age may have their vaccines at school and we will be offering vaccines to all patients aged 50-64 who do not have a long term condition from November, however this is only if there are NHS vaccines still available after the high risk groups have been vaccinated.

Other adult vaccinations we provide:

Shingles Vaccinations: reduces the risk of developing shingles or reduces the symptoms suffered from having shingles. Given to: You can have the shingles vaccine if you are 70 or 78, or anyone born on or after 2d September 1942 until you are aged 80. Shingles vaccines are not given to anyone aged 80 or over unless you were 80 in Feb-Jul 2020.

Pneumococcal vaccination prevents you from getting pneumonia; all adults aged 65 or over and children and adults with certain long-term health conditions, such as a serious heart or kidney condition are recommended to have this vaccination

Make sure you have the right information to help you make the right choice! Speak to a GP or a Practice nurse. Visit <https://www.nhs.uk/conditions/vaccinations/>

Please help us help you: Between 9-10am we receive a very high number of calls and many patients who are unwell tell us they find it difficult to get through to the surgery. Please do not call us about matters related to results, ordering prescriptions, hospital letters or any non-urgent matters *until after 10am.*

Managing COVID@ MHC

As you may appreciate, and if you read the COVID summary in the last newsletter working through the height of the pandemic was very difficult. Frequently having to change our response, managing patients with symptoms which were NONCOVID with services being paused while hospitals dealt with the crisis was very worrying-especially for our patients.

To keep patients as safe as possible we now provide a telephone/E consult consultation service for patients who feel they need to speak to a GP. If the GP then feels you then need to be seen they will arrange a date and time that is appropriate-sometimes this is on the same day. We try to speak to patients on the day they call for help as much as possible, although patients can book a telephone call with the GP of their choice this can take 2 weeks to arrange.

To ensure we keep patients attending our surgery as safe as possible all patients are screened at the front door for COVID symptoms and asked to wear a mask. Patients who do not need to be accompanied are asked to attend on their own and only with 1 person if they need someone with them.

We limit the number of patients on our premises at one time and patients are asked to wait in separate waiting areas. All patients arrive at the main door but we ask patients who are mobile and do not need to use the lift to leave through the back/staff exit to avoid congestion at the front door.

During the height of the pandemic we kept waiting lists of patients referred for ultrasounds/x-rays/routine hospital consultations and continue to check if they were performed.

Some urgent referrals sent during March-July were held at the hospitals and we have been chasing to check that patients have been seen. Patients should call the surgery and speak to Gill if they are worried that a referral which was sent during this time has not resulted in contact from the hospital/department you were referred to.

We would like to thank the Marylebone patients for their kindness and understanding over recent months and the magnificent staff at Marylebone who carried on working despite their own personal difficulties and concerns to help us keep our surgery open. -Dr Goodstone, Dr Mtandabari and Jeanette Creaser-Practice Manager

E –Consultations

E Consult is a new system which allows you to email your problem to the Practice and receive advice and treatment by the end of the next working day. We have been using E Consult for a number of weeks now.

You can access E Consult by visiting our Practice website www.marylebonehealthcentre.co.uk and completing the on line form. It really couldn't be easier

The form has alerts for triggers words and symptoms so should inform you if you need immediate help and advice.

Once you complete your form you will be given a range of self-help options and alternatives, or your E Consult will be sent to our NHS IT system.

When your E Consult arrives it is triaged by the Central London triage team and they will either send you request to our Practice to action or they will send you up to date information. The central team also manage all GP referrals across Central London. They have direct access to many services and systems and may send you information about how to self-refer. They work for Central London Healthcare, who are the GP Federation Marylebone are members of.

If the triage team feels you need contact/advice with a GP then they will bring your E Consult to our attention and we will take action as quickly as possible.

The idea behind this system is that you will be able to access the right response/treatment in an efficient and safe way. We hope this system will release some GP appointments for those patients who are unwell and need GP attention.

Please see below the conditions E-Consult can help with.

If you need URGENT help/advice please call us.

E Consult is particularly helpful with conditions such as those listed below as many of these conditions can be managed without the need for you to speak to or see a GP

| | | | | | |
|-------------------------------------|---------------------------|-----------------------------------|-------------------------------------|------------------------------------|-----------------------------|
| Acne | Anxiety | Back pain | Bacterial vaginosis | Breathing problems | Cold or flu |
| Contraception | Coughs | Cystitis in women | Depression | Earache | Eczema |
| Foot pain | Hand pain | Hay fever | Headache | Heartburn | Hip pain |
| Hypertension review | Knee pain | Rectal bleeding | Shoulder pain | Sinusitis | Sore throat |
| Thrush | | | | | |