

Welcome to our Newsletter

January 2024

Your PPG has had an eventful year. The Meetings in 2023 were eventually back to being held face to face; but we now also offer a hybrid of virtual attendance for those who can't make the visit. In November we had an AGM where we elected a new Chairman. It was an opportunity to give a big thanks to Jacqueline, our past Chair, for all her years of hard work for the surgery and for representing us in the locality.

2023 saw many items that the PPG suggested or helped action for MHC. They included the following:

- Improvements and changes to the website
- Installation of new telephone system-call back option, improved messages and waiting/holding time/reporting of call handling available
- Created a proactive text appointment reminder policy and a clear, fair and robust Did Not Attend (DNA) policy which reduced the DNA's
- Supported the roll out of E-consultations (PATCHES). The surgery won an award from Healthcare Central London (HCL), the GP Federation, for being proactive and promoting the roll out which provides another access choice for patients
- Supported the recent premises development which has greatly improved access and lift for patients and also supported the surgery to move away from COVID restrictions in a way which keep patients and staff as safe as possible
- Re-established Newsletters to promote important matters such as the uptake of childhood immunisation
- There was concern over social media contacts - PPG attendance/Minutes now include initial's and not full names to make being a PPG member as safe as possible
- A PPG member is present at interviews for the recruitment and selection panel.
- The PPG always review patient feedback and complaints



All registered patients and their carers are members of the

***Patient Partnership Group (PPG)***

2024 Meetings dates:

Marylebone Patient Partnership Group

Meeting dates 2024

6pm-8pm@ the health centre

Meetings will be held Face to face but can accept virtual attendance if you provide notice

- **8th January**
- **19th Feb**
- **8th April 20th May**
- **1st July**
- **12th August 23rd September**
- **4th November**
- **16th December**

Please come along- were always grateful for new members

## More Information on PPG

The 2023 Ask the Experts event was linked to the AGM. It covered certain important 'End of Life' matters. The topics that were discussed included Care Plans, Advanced Decision (Living Will) and Welfare Power of Attorney. Various forms that needed to be completed were discussed and preformats were available.

Two PPG members have attended HealthCare Central London and HealthWatch meetings to find out what services outside the surgery may be affected, how Marylebone fair against other primary care providers, hear about work of the wider NHS and what this means for Marylebone patients. We also help other practices establish PPGs as not all do have a patient voice, none work as 'partners' as participation groups and very few have regular meetings and tackle the topics we do.

The PPG is always pleased to hear of other subjects that might be of interest for these Ask the Expert events. More importantly we would be very welcoming of anyone interested in having a say in the running of their GP surgery and so do think about joining the Marylebone Health Centre Patient Partnership Group.

## SHINGLES

**Shingles** is a common condition that causes a painful rash. It can sometimes lead to serious problems such as long-lasting pain, hearing loss or blindness. You're more likely to get shingles, and it's more likely to cause serious problems, as you get older or if you have a severely weakened immune system. **The shingles vaccine** helps: reduce your chances of getting shingles and reduce your chances of getting serious problems if you do get shingles

**From 1 September 2023, you're eligible for the shingles vaccine when you turn 65.** You'll be offered 2 doses of the vaccine. These are given between 6 and 12 months apart. You'll remain eligible until your 80th birthday.

Depending on the type of vaccine you have, you'll have either 1 dose or 2 doses (given between 6 and 12 months apart).

If you have a severely weakened immune system you are more at risk of developing shingles and you would be eligible for the vaccine from the age of 50. The vaccine is given between 8 weeks and 6 months apart. This includes:

- some people with blood cancer (such as leukaemia or lymphoma)
- some people with HIV or AIDS
- some people who've recently had a stem cell transplant, radiotherapy, chemotherapy or an organ transplant
- people taking medicines that severely weaken the immune system



## **COVID booster vaccines**

COVID is still very much in our local and national community, we still receive calls from patients with COVID symptoms, which now present with a much wider variety of symptoms from rashes, coughs, colds, sore throats and upset stomach. The COVID-19 vaccination is an important part of protecting yourself if you're at increased risk from severe COVID-19.

You or your child may be offered a seasonal COVID-19 or Flu vaccine if you are:

- aged 65 years old or over
- aged 6 months to 64 years old and are at increased risk
- living in a care home for older adults
- a frontline health or social care worker
- aged 16 to 64 years old and are a carer or aged 12 to 64 years old and live with someone with a weakened immune system
- Children aged 2 and 3 years old can have a nasal flu spray

You can book your COVID vaccination on the NHS website, find local walk in COVID-19 vaccination sites. You can call 119 free of charge to book over the phone if you cannot book online. You can speak to a translator if you need to.



### ***Centre Review 2023– by Jeanette Practice Manager***

*The MHC Team and PPG representatives meet annually to review the work of the year and plan for the year ahead. It is great to have patients and staff working together to shape the practice and the services provided.*

*This year we looked at the appointment, prescribing and telephone systems to see if we felt that they were fit for purpose, efficient and safe. The changes to appointments system bringing in a rolling diary and 2 week appointment availability seem much better and the new telephone system, which calls patients back if they are kept waiting, is a great improvement.*

*We agreed the focus in 2024 should be : continuing the improvements to our prescribing system, supporting PPG by advertising and promotion, promoting continuity for patients, improving our Website and information systems for patients .*

*We also want to encourage more parents to bring their children from immunisations and more women to have cervical screening to prevent cervical cancers.*



Information:

0204 516 9978

email@openage.org.uk



[www.openage.org.uk](http://www.openage.org.uk)



FACE TO FACE  
SESSIONS FOR  
PEOPLE LIVING  
WITH DEMENTIA!



## Open Age– Life's Just begun

Open Age was established in 1993 and we're now celebrating over 30 years of championing an active life for older people. We work across Kensington and Chelsea, Westminster and Hammersmith and Fulham to enable anyone aged 50 or older to sustain their physical and mental fitness, maintain an active lifestyle and develop new and stimulating interests.

We run over 250 physical and mental well-being activities every week for people over the age of 50 -everything from health and fitness classes such as dance, yoga, chair exercise and walking groups to creative and performing arts sessions and weekly groups with speakers. Rediscover old hobbies, find new ones, make new friends, and most of all, have fun!

## **AGE UK WESTMINSTER**

Are an independent charity supporting older people in Westminster for over 70 years. Our services aim to empower older people to understand their rights and lead more fulfilling and socially active lives.

New analysis by Age UK has found that 198,000 older people in London can go for a month without meeting up with a friend, and that 19,000 over 65s in the region have not even had a conversation with family or friends over the same period. Many people experience loneliness at some point in their lives. For the majority the feeling of loneliness passes, yet for some it can persist, undermining their well-being and impacting negatively on their quality of life.

We run initiatives, activities and provide support to older people with dementia in Westminster and you can **attend our group@ St Marylebone Parish Church, 2.30-4pm**

dementia@ageukwestminster.or.uk

or call 02030045610

If you are able to visit our website- PATCHs is the E consultation system which can be accessed through our practice website.

You can expect a response within 24 hours Monday-Thursday, although this may not be from a GP.

The system is perfect if you're asking for certificates/forms or private referrals, or if you feel you would like a general health check– the GP can assess your request and arrange tests you need to have before you attend to see a GP.

patches

**Click Here to Contact Your GP Online**

Answer 4 simple questions and PATCHS will get you help quickly.

**Health advice, fit notes, medication, and more...**

Starting the new year, we experienced an increased demand for routine appointments and same day urgent care. This includes the recent outbreak of illnesses amongst young children. For this reason, we have converted routine clinical appointment time to same day urgent access to help us to safely meet this increased demand.

Currently, we are only booking appointments 4 weeks ahead as, due to the above, we found we were having to cancel and rearrange large numbers of clinics.

We do appreciate that the above has radically reduced availability of pre -bookable routine appointments and we do very much appreciate your support at this time

We frequently have appointment cancellations ,so we do ask you to call us again if you are advised we have no availability. Should additional appointments be added, or cancellations be made available, they will of course be offered to you. If you yourself cannot attend an appointment, please call us to let us know.

*Chaperones are available to all patients at any time. You do not need to book one in advance. All our staff are trained as chaperones; clinical and non clinical-Please ask at reception if you want a chaperone.*

Please help us keep our tele-phones lines **free between 9am and 10am** each day for patients who call and are unwell-

We find people who are very unwell and need to see a GP call us first thing so its important we keep our lines free for them to call us.

If your calling about a non urgent matter please call after 10am.



Marylebone Health Centre

Telephone: 020 7935 6328

Email CLCCG.PPG@nhs.net

Out of hours: 111 or call the surgery

**Appointments-** We have a wide range of appointments available for our patients and the reception team are very skilled at helping you find the right appointment to meet your needs.

**Same day appointments-**are for more urgent medical problems which should be dealt with on the day

**Routine pre-bookable** –these are available from between 2 weeks and 4 weeks. These can be booked ahead and enable you to book and see your own or preferred GP. They support continuity in your care.

**Blood Tests**– reception can only book blood tests if one of our GPs has requested them. We do not provide blood tests at the request of private or hospital consultants.

**Annual Review/Care Plans**– you may be invited to see/speak to your own GP for an annual review. This gives time for your GP to discuss and understand your health needs and you can agree a plan for looking after your health together.

**Nurses offer** long term conditions appointments (Diabetes/asthma) , Cervical Smear Tests, Contraception advice and prescribing, Adult and childhood immunisations (including a travel advice and immunisation service) wound care and health checks such as blood pressure reviews. You can arrange one of these appointments by calling reception. They also provide ECG (tests for the heart )and 24 hour BP tests at the request of a GP.

**Clinical Pharmacists**– offer medication reviews or advice on medication. You can arrange an appointment through reception.

**Healthy Lifestyle/dietary advice and stop smoking**– We have regular clinics run by dieticians, healthy lifestyle experts and a stop smoking advisor. Call reception to book into these clinics

**Physiotherapy**– we have access to physio appointments, although due to a change of NHS contract appointments are all by telephone and advisory currently. This should change in 2024.

If you make an appointment and then do not need it, please cancel it so it can be offered to someone else. You can cancel via PATCHs, or by using your system-on line appointment booking account

This is also the case for hospital appointments