

Penshurst Gardens Surgery Newsletter June 2016

GP Team

We are pleased to announce that we are now fully permanently staffed with GP's following Dr Pinto's retirement and Dr Brecken's departure at the beginning of the year. From 1st April Dr Jones (Senior Partner) and Dr Yong (Partner) have been joined by both Dr Holz and Dr Berman.

Teaching Practice

We are active supporters of long term sustainability of the NHS and we are, and have always been proud to be a teaching practice. We currently have a Health Care Support Worker Apprentice in post, who is trained to carry out blood pressure checks, new patient registration checks and 40-75 Healthchecks.

We also accommodate medical students in placement at our practice and plan to continue our longer term GP training posts in future.

Pressure on GP Services

Managing demand continues to be the main focus of ours and all other General Practices nationally. Some smaller practices are at risk of closure, with bigger super practices being formed and this is seen as a cost saving way forward. We have an ever increasing elderly population who naturally require more care than our working age population. Please do consider whether you actually need to see a GP – perhaps your pharmacist could help with common acute illnesses in the first instance? Please do not request a GP appointment to obtain a repeat prescription. This can be done via a request to reception by completing a request form, request on line via patient access or via your local pharmacy. This takes 48 hours to process so please manage your request dates in time. Please do respect the time pressures our GP's face on a daily basis to ensure sustainability.

Electronic prescriptions (EPS)

Please do make arrangements with your local pharmacy to have them process your repeat prescriptions, and do sign up with them to have this managed electronically. You can phone or visit your pharmacy to request your repeat prescription and return to them after 48 hours to collect your medication. This system is more streamlined, time saving and beneficial for patients and reduces congestion at the practice reception desk.

Federation GP surgeries

These pilot surgeries have been rolled on until August 2016. We have been taking part in this initiative (on a Monday evening) since it was introduced in December 2015. We are continuing to offer Monday 6-8pm and we also plan to extend to Tuesday's 6-8pm between now and end August. These surgeries are in addition to our core appointments offered each week and are open to all patients registered with a GP in Barnet. We are also able to offer our patients appointments at other Barnet practices on Fri and Wednesday evenings and Sat and Sun mornings (subject to availability) Please note, these appointments cannot be used for routine referral request or to discuss blood test results. The GP you see, will (with your agreement)

have access to your past history so please do not be put off seeing a GP at a neighbouring practice.

Extended Hours

In response to patient feedback we have changed our own extended hours surgeries to 7am – 8am on a Wednesday and Friday morning. We have two GP's working each morning, providing 4 hours each week, which again are in addition to our core appointment offer each week.

Pneumococcal Vaccination

All patients over 65 and those with certain chronic conditions are able to be vaccinated against pneumonia. Please do check with our reception team if you qualify to receive this vaccination as it is vitally important. There are more practice nurse appointments available over the summer months so please do book now. For most patients this is a one off immunisation, please do not wait until winter to address.

Asthma Reviews

If you suffer with Asthma and have not had a review for the past 12 months please do book a review appointment with one of our practice nurses. Please do not wait until winter when demand increases significantly.

Age 40-74 Healthchecks

If you are between the ages of 40-74, and do not suffer from a chronic condition you are able to receive a Healthcheck. Please do book your appointment with our reception team. This check does require a blood test to check your cholesterol level (if this has not been carried out within the preceding 3 months) and will result in you being assessed and possibly advised on lifestyle changes which may reduce your risk of serious problems with your health in the future.

Healthcheck Monitor

The practice has been fortunate to purchase a Healthcheck Monitor. This has been possible due to the family of one of our deceased patients donating a large sum of money to the practice in her memory, to purchase a piece of equipment to benefit all of our patients. The machine can check height, weight, calculate BMI and take a blood pressure reading. Please ask for a token when you next visit the practice and hand the slip the machine generates to the clinician you are seeing. If you wish to use the monitor outside of a booked appointment please return the slip to the reception desk and the data produced will be added to your medical record (and flagged up to a GP if results have any immediate concern).

NHS Choices Website

We are always very appreciative of comments left on the NHS Choices website. This is an opportunity for patients to review and rate the service they receive from their GP Practice, either positively or negatively. We are aware that patients are much more inclined to review any service they receive when perhaps not as satisfied as they would like to be, but documenting satisfaction with service is vitally important

to sustainability to practices going forward. To leave a review and rate the practice please go to NHS Choices, Select GP services, put in HA8 postcode, and click on Dr Pinto and Partners. From there you can click on 'Leave a review'. It is important to use the star rating as well as leaving a comment. This can be done anonymously if you wish.

Friends and Family Surveys

Our Friends and Family Short survey forms are continuing to show increased satisfaction with the practice. Most notably, with our reception teams dedication to customer service. Again, we find ourselves increasingly judged on patient feedback so please take the time to complete the very short survey form each time you visit the practice. This is of course an opportunity for patients to respond negatively if service is not to your satisfaction.

Social Media

Please do not take to social media to publicly (even in closed groups) name our health care or administrative staff in either positive or negative ways. We have a professional duty not to respond to any such comments, whether they be positive or negative. Certainly to openly discuss patient/GP consultations/diagnosis is not appropriate, nether are staff identifying information such as race, body size, hair style etc.

Aggressive or Abusive Behaviour

We are committed to ensuring that our staff work in a safe and non-abusive environment. We have a zero tolerance policy on all staff being shown respect, not being verbally or physically abused or threatened whilst going about their duties. Any reports of such behaviour we be discussed with the GP's and management team and can result in patients being removed from the practice list.

Patient Participation Group

Following a recruitment drive in November 2015 we had an excellent turnout at the PPG meeting earlier in the year. This meeting welcomed existing members of the group as well as new members. Our hopes for the future are that our group take an active and leading role in the development and sustainability of the practice and also represent Peshurst Gardens Surgery in the wider West Barnet GP arena. We will keep you updated on progress!

We wish all of our patients a restful, peaceful and healthy summer and look forward to us working together to ensure support is given at point of need over the coming months.

Your feedback and suggestions are welcome via our suggestion box.