

CROWN STREET SURGERY

SPRING 2013

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LOOK AFTER OUR NHS
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NHS MARKETISATION

The Government recently published a regulation on Section 75 of the Health and Social Care Act which would implement measures to manage the market in health care. If this Act is passed private companies will be able to bid for NHS work from 1 April 2013. There are fears that this Government legalisation will risk creating an NHS driven more by private profit than by concern with patient care. Dr Kenny and Dr Pambakian were among over 1,000 clinical staff who signed a petition opposing this move, this petition was published in The Telegraph newspaper earlier this month.

Privatisation already exists in small parts of NHS care; for example Specsavers hearing centres currently service NHS audiology referral contracts with Ealing PCT. There are clear benefits in terms of reduced audiology waiting times. However should this privatisation become mainstream then opportunities arise for private sector companies to cherry-pick services, leading to the destabilisation of existing NHS services.

HOW CAN PATIENTS HELP?

- DO NOT WASTE NHS MONEY & RESOURCES— recognise that you can make a significant contribution to your own, and your family's good health and wellbeing, take some personal responsibility for your health
- keep or cancel your GP and hospital appointments
- give feedback – both positive and negative – about treatment you've received

If you feel strongly about these changes and want to do more you are welcome to put forward your views to our local MP for Ealing Central & Acton; Angie Bray.



STAFFING UPDATE AND PRACTICE NEWS

Doctors

Dr Garg has commenced a 3 month sabbatical and will return to work in June; she will spend her time away travelling and visiting family in India and America.

Dr Garg is being replaced by two locum GPs; Dr Jayshree Patel who will work on Tuesdays and Wednesdays and Dr Jenny Chodera who will work on Fridays.

Reception/admin team

We welcome back Susan following the birth of her son and a year away on maternity leave. We also welcome to the team two new receptionists; Magda and Ruth. Magda has previously worked within the NHS; she speaks Polish and understands some other Eastern European languages, Ruth has studied Arabic and has previously spent time living and studying abroad

TELEPHONES AND PATIENT LIST SIZE

We are aware that the phone lines can be busy at peak times, typically 8.30am & 1.30pm. We have made improvements recently and we do our best to manage the demand with 6 phone lines coming into the building and 4-5 staff answering the phones at peak times. However, the 2012 patient survey results demonstrate that patients still feel they are waiting too long to speak to a receptionist on the telephone.

We currently have over 9,000 patients registered at Crown Street, this is a 3,000 patient increase from 10 years ago. The Dept of Health does not permit us to restrict our list size other than by practice area. We are well doctored for the number of patients on our list, but as you can imagine, a list this size is demanding on other resources including telephone access. We therefore ask that you do not call the surgery regarding non-urgent medical issues at peak times.

At peak times the receptionists need to focus on booking on-the-day appointments and assisting patients with urgent medical problems. We also ask you to consider whether your problem actually needs assistance from a doctor before calling the surgery. Pharmacists are qualified to assist with a range of health problems and NHS Direct is also a valuable resource.

We are constantly working to reduce waiting times on the telephone but we hope patients appreciate that we need their help too.

RETURNING TO WORK AFTER SICK LEAVE

If you've had time away from work, or have been in long term unemployment due to mental or emotional health problems, you're not alone. Almost 50% of long-term absences from work are due to mental health issues, including depression, anxiety and bipolar disorder. People who have had a mental health problem and have been out of work often worry about going back. Common concerns include facing discrimination or bullying, and going back too soon and feeling unwell again.

Many people with mental health problems fear that, no matter how good a recovery they have made, their symptoms will be made worse by going back to work. However, although work can cause stress to some people in some situations, recent research shows that for most people:

- Not being in work is detrimental to health and wellbeing
- Re-employment after a period of being out of work leads to an improvement in health and wellbeing
- Work provides; a greater sense of identity and purpose
- An opportunity to build new friendships
- An improved financial situation and security and a feeling that you're playing an active part in society
- Improved physical health due to a more active lifestyle

If you already have a job that is still open for you, talk to your GP about going back to work. You don't have to be 100% better or well to do your job, or at least some of it, and the benefits of returning to work generally outweigh the downsides.

The GP can give you advice as part of your fit note. The fit note includes space for your GP to give you general advice about the impact of your illness, and suggest ways in which your employer could support your return to work. For example; flexible hours, support from a colleague, a place you can go to for a break when needed. You can call the surgery and discuss with the duty doctor should you feel you would like to explore the above further.



MEDICINES FOR AFRICA

Intercare is a unique charity that recycles GP patient-returned medicines which would otherwise be sent to landfill or incineration.

121 health units in rural Africa receive the medicines they need and have requested from Intercare free of charge. Aid is sent to a designated receiver and goes directly to the health units to save lives. Each health unit receives two consignments of medical aid per year.

If you would like to know more about Intercare please visit;

<http://www.intercare.org.uk/>

Please bring any unwanted medication that is still in date to reception. Please do not bring any medication that is out of date.

PATIENT GROUP MEETING

Crown Street Patient Group is now registered with The National Association of Patient Participation (NAPP) and the Winter/Spring Patient Group meeting was held on 26th February 2013. The focus on this evening was to review the results of the 2012 Patient Survey carried out in November. The Patient Group reviewed many positive comments made by patients and devised an action plan for highlighted areas of improvement (summarised below);

Telephone access— to continue to endeavour to find ways of improving telephone access including encouraging patients to call for administrative matters outside of peak hours and to use the practice email for non-medical issues.

Waiting times—Monitor waiting times and keep patients informed if they need to wait longer than they expect.

Minor illness management— Continue to educate patients on self-management of minor illness in conjunction with advice from pharmacy

While the Patient Group continues to grow, we are eager to recruit a greater diversity of patients to the group that represents the demographics of the local area. We welcome new members and if you are interested in joining the group please contact Gemma, reception manager, at the surgery who will pass your details onto Lena, the PPG chair.

