

NEMC newsletter

NORTH END MEDICAL CENTRE 160 NORTH END ROAD W14 9PR

WWW.northendmedicalcentre@nhs.uk

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Welcome to the second newsletter from NEMC. For those of you that have been registered with us for many years and to our new patients we will maintain our long-standing traditions with a practice team and environment which is welcoming, respectful, caring and accessible for all our patients.

To do this we will work with local health, social care and community organisations to improve the health and well-being of our patients.

We will achieve this by providing a supportive, fulfilling and rewarding working environment for all staff. As a training practice and a local research hub we will support staff development to improve our services. We will contribute to local research and the innovation of clinical services to improve patient care.

Staff Leavers and Joiners

After a short but sweet stay Dr Jamie Wallis is leaving to continue his career in Australia.

April Speed-Smith (with the American accent) left in early December to start a role with a GP Practice in the Midlands.

We have Bryan Donohue (with a mild Canadian accent) starting with us in January 2016 and he will replace April. We have two GPs starting in January – Dr Shamini Gnani and also Dr Hanna Allan (who is returning after a few years away).

We also have two new reception staff - Bradley Huckwell and Alice Davies who bring their experience to strengthen your important Reception Team. Not so new - they started in September.

Patient Participation Group.

The Patient Reference Group (PRG) is an informal group that meets every couple of months for an hour in the evening. The group provides feedback about planned changes and improvement to services at NEMC. The group met in October 2015 when we came up with ideas to improve our website. The first newsletter was discussed. The members felt it was a good initiative and future newsletters could be shorter but contain more web links to more information. Patients also said they would like to know about staff who leave and join the practice.

Why not be a guest at the next Patient Reference Group. Come along for light refreshments and to meet the team and Mr Sena Shah.

Call the practice and ask for Rachel Dowd so she can book your seat. The next meeting will be from 4pm to 5 pm Monday 18th January 2016

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Friends and Family Test

You have been providing feedback through the friends and family test. Feedback has generally been good with a majority of patients saying they would recommend this practice to others. In terms of improvements see the next section:

Here are some of the changes you have asked for as patients:

You said...We did...!

APPOINTMENTS: You said:

'Can we have more appointments on -line

'How can I book appointments on the day

What we did:

We have provided more appointments on-line to help patients book appointments directly. We provide over 1500 appointments a week and we are constantly looking to review our appointment process so your feedback is important.

Ear Syringing: you said

'What can we do if you do not have enough appointments for ear syringing?

What we did:

When we run out of ear syringing appointments we are directing some patients to Parsons Green Health Centre Walk-in Ear Syringing Service –see notices in the practice for information about that service. This also gives us appointments to offer patients for other required services.

Weekend Plus Service

If you need to see a GP or nurse but we cannot provide you with an appointment you may wish to have an appointment at another local centre under the **Weekend Plus Service**. This provides extra appointments out of normal hours at the weekend and the weekday. Ask a receptionist at North End Medical Centre who can book this for you

when we may not have appointments available on the day.

Christmas came early to North End Medical on 14th December we had a small but lively carol concert at the practice with nearly all staff singing along to favourite carols. The few patients who attended shared some mince pies, tea and coffee. This may form a new tradition at this established GP Practice.

Some Facts and Figures

- There are 18,200 patients registered with this practice.
- We provide around 1,500 appointments a week
- **About 1000 patients may be deregistered in the next 6 months by NHS England as the patients have not responded to letters sent to them by the NHS. Please let us know if you change your address or contact details.**

THE COMMUNITY COLUMN

In this section we will provide information about local services that can support your health and wellbeing. We will also post information on the new Community and Local Support page on our website.

Heath your home effectively and safely:
www.nhs.uk/staywell.

Check if you can get financial support to improve heating or help with bills:
www.gov.uk/phe/keep-warm

The Healthier Homes project is a local initiative funded by Public Health to reduce hospital admissions by tackling fuel poverty and help residents have warm and safe homes. Telephone on 020 7341 5721 or by email on healthierhomes@lbhf.gov.uk

Health Trainers- are here at your Practice.

Through one-to-one sessions they will work with you to develop a personal health plan to identify those areas of health you want to improve and the actions you can take to achieve your goals. Speak to your GP for a referral. <http://www.londonhealthtrainers.com/>