

# The Bedford Park Surgery

## AUTUMN newsletter

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Dear Patients,

Goodbye to Summer holidays and hello to the most exciting part of the year. Halloween is on its way, kids are all back to school and we can count literally that we are 12 weeks away from Christmas. There is a nip in the air and the times will be changing soon, so days are going to be getting shorter and darker. This is the season where flu is most prevalent so please ensure that you book yourself in for one in our clinics.

### **FLU VACCINES**

Our flu clinics are filling up which is what we like to see at this time of the year. There is going to be a Saturday morning clinic on 8 Oct 11 from 9.30 – 11.30, so if you cannot come in to the surgery appointments during the week, rest assured you can pop in to the walk in clinic.

Please don't forget that flu vaccines are being given first to all those patients who are at high risk as per the conditions below:

Chronic respiratory problems e.g. asthma and COPD

Chronic heart disease or Stroke

Patients over the age of 65

Patients with low immunosuppression

Patients with chronic kidney disorders

Patients who are currently pregnant

Patients with diabetes

Patients with Liver disease

Patients with chronic degenerative or neurological problems e.g. Cerebral Palsy or Parkinson's

Any private patients who wish to have the jab, please enquire at reception for the price of the vaccine. There will be a charge for any private patient who wishes to have the flu vaccine.

Invites are being sent by text message services or by letters to patients to come in.

### **ELDERLY AND DIABETIC HEALTH CHECKS**

The practice is teaming up with other local practices in the area and are going to be taking part in a Pilot scheme whereby patients who are elderly over the age of 75 years and patients who are diabetic, will be invited to special clinics held by the nurse, to be screened and checked quite comprehensively for any underlying issues. This pilot scheme is being set in order to reduce the number of emergency admissions into the hospital and trying to look after the health of our patients in Primary care, to the optimum level.

Each patient that is eligible to have these checks will be sent a letter to invite them to book in to see the nurse.

We urge ALL our patients to whom this applies to, to try and attend these appointments. For patients who are housebound, we will be looking into sorting out appointments via the District Nurses.

Remember, these health checks are available to patients to support them to ensure their health is at the best level that it can be and we strongly encourage your participation in this. The letters of invites will be sent out within the next few weeks.

## **PATIENT PARTICIPATION GROUP**

Our first Patient Participation group is going to be taking place on Monday 26 Sep 11 at 18.30 at the surgery. We have had a small interest for patients to come along to this meeting however, anyone else who would be interested to come along to talk about ways to improve areas of the service using the patient's point of view, can email the Practice Manager directly on [sk@bedford-park.co.uk](mailto:sk@bedford-park.co.uk). Please do email me if you would like to join so we can ensure that we make the necessary arrangements for the patients attending on the night, with regard to room for the meeting etc. The group which will be formed on Monday will be the one representing all patients at the surgery in years to come, so if you wish to be one of them, please come along.

## **LABELLING YOUR SAMPLE BOTTLES**

We are still getting back sample bottles for urine or stool which are not being labelled correctly by the patients. The labs at the hospital are getting exceedingly strict with their policies to avoid errors, and if the sample bottle is not labelled correctly, they will discard this without even checking the sample.

If you need to bring in a urine or stool or other sample, PLEASE ensure tht you have put on your full name date of birth and if possible, an NHS number if required.

## **BLOOD, XRAYS AND OTHER RESULTS**

Our policy on blood and other test results is simply one of two things. Once you have been in to have your test, the results of these will come through to us electronically. The GP will look at the results and action them the way they see fit. If your results are normal, you will not be receiving letters or phone calls to inform you of this. You will be only contacted if the results necessitate an appointment or further test to be carried out.

It is the onus of the patients to call in to enquire about their results and this is to be done in the quieter part of the surgery day, between 12 – 2pm. If your results are in any way abnormal, you will be informed by letter or a phone call as soon as the GP reads them.

## **CONSENT**

We need to emphasize the importance of consent for patients whose children are being brought in for any vaccines by the child minders or carers, grandparents and nannies. Consent needs to always be given in writing by the parents to the nurse or doctor to allow their child to be accompanied by someone other than themselves when having their vaccines. In addition, for each different vaccine and appointment, a separate / new consent needs to be given because each vaccine has different side effects or issues.

Without a written consent from the parent, the clinician WILL NOT see the child and the appointment will be cancelled. So please either send a letter with the person coming in with your child or email us.

Telephone consent is not permitted.

## **EAR SYRINGING**

At the surgery, we will not be giving appointments for any person under the age of 20 years to have their ears syringed by the nurse. This is in view of health and safety and the patient will be asked to be referred to an alternative place to have this done.

## **PPWT REFERRALS WITH THRESHOLDS**

There has been a big change on the referrals front in the recent weeks.

As with many organizations, the NHS in North West London has limited resources and has a duty to manage them carefully.

This means it has to:

- look at evidence for the safety and effectiveness of any treatment
- ensure that services give patients the greatest possible benefits from the resources available
- ensure that there is equal access to services.

NHS North West London has a new set of policies and principles for deciding which of these increasing numbers of treatments, called 'Planned Procedures with a Threshold' or 'PPWT', which should be available on the NHS. There is also a panel, made up of health professionals such as doctors, public health specialists, pharmacists, and lay representatives, to make decisions on funding requests for PPWT. These are called 'Individual Funding Requests' or 'IFR'.

Your GP or doctor can recommend most healthcare treatments for you on the NHS.

But a limited number of treatments need patients to be considered individually first, before a decision can be taken about providing those treatments on the NHS. For some of these treatments, called 'Planned Procedures with a Threshold' or 'PPWT', you may have to make a special request – known as an 'Individual Funding Request' or 'IFR' – through your doctor.

You might need to provide more information about your health, such as your medical records.

Your doctor will then submit an application and it will then be considered by an IFR panel.

This can take between 4 to 6 weeks, depending on the case. The IFR panel will let your doctor know what has been decided. If the treatment is not approved you have a right to appeal.

For more information there are leaflets available at this surgery and also a website at [www.northwestlondon.nhs.uk/IFR](http://www.northwestlondon.nhs.uk/IFR)

You can email any PPWT/IFR queries to [ppwtnw.london@nhs.net](mailto:ppwtnw.london@nhs.net)

Or call PPWT/IFR enquiries on 020 3313 9462

## **SPECIAL LETTER TO PATIENT**

Dear Patient

The NHS belongs to us all and is there to provide us with high quality healthcare that is free and for everyone who is eligible.

The NHS today has to provide more services to more people at a higher quality than ever but within a budget that is not increasing. To achieve this, it needs everyone who uses the NHS or works for the NHS, to avoid waste so that care is available when people really need it.

At the Bedford Park Surgery, we are committed to working in this way by:

- **Cutting down on wasted medicines, avoiding expensive brands and only prescribing from an agreed list**
- **Looking after people better at home and in the community which reduces admissions to hospitals and makes more places available for people when they need them**
- **Only referring patients to hospital when it is medically necessary**

In return we hope that you will play your part by:

- **Attending your appointment on time, and if you cannot attend, phoning up the practice as soon as possible so that the appointment can be given to someone else.**
- **Always following and completing any treatment and medication you are given for your condition**
- **Looking after yourself by eating and drinking sensibly, taking regular exercise, and stopping smoking if you do smoke. Many diseases such as diabetes, some heart problems and high blood pressure are the result of a poor lifestyle and are therefore preventable. Please ask your doctor or practice nurse for more information on how we can help you, if you require it.**

Most patients and staff already work in this way and we appreciate your continued support to make the best use of the resources which the NHS has, for the benefit of everyone who needs them.

Thank you

The Bedford Park Surgery