

The Bedford Park Surgery

SUMMER 2019

newsletter

Dear Patients



It's a welcome change to see the sun shining through those dark clouds, bringing warmth and a feeling of positivity into our lives. The days are longer. The trees are full of life and there is a full bloom around us all. No matter how ill we are, this feeling of positivity through the change in seasons does help lift our spirits. Let's hope it lasts for a while yet.

BREAST SCREENING INVITES

The West of London breast screening service will be inviting our eligible patients to attend for their breast screening from July to August 2019 at Charing Cross Hospital. All women aged 50 – 74 and registered with us on the NHS will be invited.

Furthermore, women ages 47 – 49 or women aged 71 – 73 will be randomly selected for invitation as part of the national breast screening age extension trial. Those not selected for invitation are able to self-refer by phoning the Hub on 020 3758 2024. Women over the age of 74 can also self-refer once every three years.

For more information about the breast screening programme, please go to the website

www.westlondonbreastscreening.nhs.uk

Please note that all women over the age of 70 can ask to be screened while the screening team is in the area, regardless of the trial. Please go to the website or pop along to the West of London Breast screening Service Unit on the first floor at Charing Cross Hospital.

Please note that if you are registered as a private patient, you will need to go to your own NHS GP surgery to enquire about the breast screening as you will not be entitled to this service from our surgery, nor be sent an invite.

CHILDREN IMMUNISATIONS

We have been noticing an increase in the number of our 2-5 year old children, whose parents have not brought them in for their routine child vaccinations. Please can you book your child for their relevant vaccines which can be seen listed below. Should you not wish for your child to be vaccinated, then we must receive a disclaimer from you informing us that you do not wish your child to receive the vaccine, so that they can be excluded from our lists. If we send your child / parent up to three invites with no response either way, we will look into removing the child from the surgery as a ghost patient assuming that the child and parent is not living at that address, so please do let us know either by a disclaimer or by booking an appointment.

IMMUNISATION SCHEDULE

2 months	6 in 1 DTaP/ IPV/Hib Pneumococcal (PCV) Rotavirus – rotarix Men B vaccine
3 months	6 in 1 DTaP/IPV/Hib <i>second dose</i> Rotavirus – rotarix <i>second dose</i>
4 months	6 in 1 DTaP/IPV/Hib <i>third dose</i> Pneumococcal (PCV) <i>second dose</i> Men B vaccine <i>second dose</i>
12 – 13 months	Hib / Men C booster <i>second dose</i> MMR given as single jab Pneumococcal (PCV) <i>third dose</i> Men B vaccine <i>third dose</i>
3 years 4 months	4 in 1 dTaP/IPV <i>pre school booster</i> MMR <i>second dose</i>

EVENING SURGERY CLOSING FROM JULY

From 1 Jul 19, we are ceasing our evening surgery service on Thursday nights. This is due to the surgery working with the Acton Network as a hub / Primary Care Network to provide the service instead of locally at the practice. There are talks underway and discussions on how and where this will take place locally, and we will bring this information to you in due course as further decisions are made.

Our last evening surgery will be on Thursday 27 June 19. The surgery will be closing at 6pm every day of the week from 1 Jul 19.

You are welcome to be booked into one of the Ealing Hub clinics on request. These are located at the below locations and are open daily Monday to Friday until 8pm and on weekends from 8am to 8pm. They provide GP and nurse services for all registered patients.

ELMBANK SURGERY (NORTHOLT)	
ADDRESS:	438 GREENFORD AVENUE, LONDON W7 3DD
PARKING RESTRICTIONS	NONE, DISABLED ACCESS AVAILABLE
BUSES	E1, E3, E11
TRAIN STATION	SOUTH GREENFORD STATION, 1.5 MILES AWAY
WEBSITE	WWW.ELMBANKSURGERY.NHS.UK/

SUNRISE MEDICAL CENTRE (SOUTHALL)	
ADDRESS:	9 ABBOTTS RD, SOUTHALL UB1 1HS
PARKING RESTRICTIONS	ZONE L PARKING RESTRICTION
BUSES	207, 427 N207
TRAIN STATION	SOUTHALL STATION 0.6 MILES AWAY
WEBSITE	WWW.SUNRISEMEDICALCENTRE.NHS.UK/

FLORENCE ROAD SURGERY (EALING & ACTON)	
ADDRESS:	26 FLORENCE ROAD, EALING, LONDON, W5 3TX
PARKING RESTRICTIONS	ZONE A PARKING RESTRICTION, WHEELCHAIR RAMP, LIFT AVAILABLE
BUSES	112, 207, 427, 483, E11, N7, N83, N207
TRAIN STATION	EALING BROADWAY TUBE, 0.4 MILES AWAY
WEBSITE	WWW.FLORENCEANDBRAMLEYROADSURGERIES.NHS.UK/

FRACTURES AND WHAT TO EXPECT

If you have been abroad or are local and have had a fracture, please be advised that you will better off visiting the A&E department from where you will be referred internally to the fracture clinic depending on what part of the body is affected. If you come in to the surgery with a fracture or ask for advice, you will be referred to the hospital to one of the fracture clinics anyway.

CARERS

If you are a carer, by definition, someone who voluntarily cares for a member of your family or any other person in your own time, please let the reception staff know. There are a number of facilities offered to support our carers and we would like to ensure that we know who you are, so we can send you the information.

The Ealing Carers Centre at Sycamore Lodge in Acton can help provide a number of supportive services for you. These include services around financial support, practice support, work and career information, resources, IT support, health and relationships support.

Their website is <https://www.carersuk.org/home>

Carers week is from 10 – 16 June and there will be a number of activities for your carers to be a part of so please do take a look on the website for more information.

CERVICAL SCREENING

We still have many women who are not booking for their cervical screening tests. Please do not put this off and if you are eligible aged 25 – 64 and have been sent an invite, come in and book your appointment with the nurse. If you have had your smear done elsewhere, please let the reception know so we can note this on your records.

The key message around smears is:

- If you could reduce your risk of getting cervical cancer would you?
- Did you know...
 - Cervical cancer is largely preventable
 - cervical screening (smear tests) saves 5,000 lives a year in the UK
 - a cervical screening lasts five minutes but the impact of cervical cancer can last a lifetime.
- Book an appointment to have your screening with a nurse at your GP practice today.
- Cervical screening is a test to detect abnormalities that can be treated to prevent cancer developing. Being tested regularly (every 3-5 years) provides a high degree of protection against developing cervical cancer.
- All women aged 25 to 64 who are registered with a GP are invited for cervical screening. If you don't have an invitation and are unsure if you are due for a screening you should contact your GP to find out.

If you have had your smear and would like to encourage others to do the same, then please see below:



SURGERY WEBSITE

Due to the high expense of facilitating the surgery APP we have had to stop the use of this. We do however have the same information available for all patients to access on our new surgery website. This includes policies, protocols, particular information about hospitals, out of hour's services, newsletters, minutes of meetings and new bulletins all on the website. So please do have a look at the surgery website and try and navigate around it to get the information you need.

www.bedford-park.co.uk

ABDOMINAL AORTIC ANEURYSM (AAA) SCREENING

All men in the year they turn 65 are invited for a single ultra sound scan to look for an abdominal aortic aneurysm (widening of the aorta). This is a national screening programme and was established in 2013. This screening should reduce the rate of premature death from ruptured AAA by up to 52%. The screening process is that men are automatically invited in the year they turn 65. Men who have previously been treated for an abdominal aortic aneurysm are excluded. Men will receive an invitation leaflet with an appointment three weeks in advance. If a man accepts the invitation, an ultra sound scan of the abdomen is carried out and the aortic diameter measured. Results are provided verbally immediately after the scan and in the post shortly afterwards.

For further information about this you can visit www.nhs.uk/aaa.

Men over 65 years can opt in through the self-referral direct to the screening programme.

The self referral form will be available on the website under practice information.

DNA (DID NOT ATTEND) APPOINTMENTS.

As always it is very important to ensure that you keep to your appointment and if you cannot attend, to inform us as soon as possible.

Your appointment can then be given to someone else who may have been waiting for some time.

We are looking at frequent DNA patients who do not attend without notifying the surgery and these patients will be sent a letter of warning with a risk of being asked to register with another surgery, if they do not improve their DNA rates.

The rates of DNA appointment times wasted over the last three months of March April May 2019 is listed below.

The total time wasted over the last three months was **1260 minutes** which is a staggering **21 hours**.

This is highly unacceptable and hence, we are going to be taking steps to avoid such a high number of DNAs over the next months.

DNA & Patient Walked Out Report - The Bedford Park Surgery

Staff	Appointment Count	Time Wasted
Dr Locum Gp	11	170
Ms Noko Masenya	32	560
Dr Charlotte Mendes Da Costa	16	180
Mrs Farahnaz Ahmadzai HCA	7	120
Dr Giovanna Hornibrook	18	230

Please note some important dates below:

31 May at 6pm PPG meeting

26 Aug 19 Bank holiday surgery will be closed

22 Nov 19 at 6pm PPG meeting