

# The Bedford Park Surgery

## AUTUMN 2019

### newsletter

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Dear Patients

I always enjoy writing the newsletter at this time of the year, being my favourite and all. I love the festivities, the autumn air, and the promise of Christmas presents, the fear of Halloween and all the good food to look forward to. In fact this year I have quite a great view from my office right out onto the park where the Christmas trees are being sold. But this time of the year is not great for everyone and illnesses and poor health doesn't watch the time of the year or the joy in the air as it arrives on our doorsteps. I do hope that all our patients, well and unwell, try and find time to unwind, to enjoy the time of togetherness at this time of the year and wish you all wellness over the winter months that will come knocking down our doors.



#### **GWEN RETIRING**

Some but not all of you will know that our senior receptionist Gwen is going to be leaving the surgery after almost 15 years of service here. She is going to retire and is looking forward to spending some well-deserved time with her grandchildren. I would like you all to join me in wishing her all the best in her retirement years. She will be missed by many patients and all staff. Her last working day with us is Wed 18 Dec so if anyone wishes to say a goodbye, please do pop in before then.

#### **CHANGES IN STAFF**

You may have noticed that we have a new member on our reception team. We would like to ask you all to join us in welcoming Roisin, our new apprentice receptionist, who joined the team in August this year. She will be working and learning with us over the year of her apprenticeship and we hope you will bear with us as we teach her the workings of the surgery and admin team work. We also have the pleasure in welcoming Bonnie onto our team in a permanent capacity. Bonnie was working over the last year as an apprentice with us and we are delighted that she has decided to stay on with us.

#### **CERVICAL SMEAR SCREENING**

From 2 Dec 19 the smear taking system is going to be changing. From now on, women will not be tested for a routine smear but a HPV test.

Up until now, cervical screening (known as a smear test) has involved taking a small sample of cells and examining these under a microscope for abnormal changes - a process known as cytology. This process will soon be changing so that all samples will first be tested for HPV, which is the cause of almost all cases of cervical cancer. If HPV is detected, then the sample will also be sent for cytology testing. As HPV testing has a higher sensitivity than cytology, its inclusion as first line in cervical screening is expected to prevent an additional 600 cervical cancers each year.

If you wish to read more about this please go to the patient information section on our website and look for cervical screening. More leaflets will be downloaded to offer support in your smear test and answer any questions.

Please can any patient who has not had their smear test done or is overdue one, come and make an appointment with our nurse to have this done. Or you can discuss this with our GPs if you feel you wish to speak to someone about it first.

You can also go on a very supportive website called Jo's Cervical Cancer on this link which can help answer any queries

<https://www.jostrust.org.uk/>

## **CHANGES IN THE REFERRAL SYSTEM INTO SECONDARY CARE**

There have been big changes to the referral system in the Ealing CCG and all surgeries in Ealing and Hounslow now follow a new referral system called ERS.

This referrals system is where a patient who needs to be referred, will be done so, via e-referral to the hospital. There is no longer a central hub where your referral is triaged or discussed by a group of GPs. When you are referred by the GP, the referral will be sent to the hospital of your choice and one of two things should happen:

1. If the referral is for any patient over 75 years or for a two week cancer referral, the surgery will book the appointment for the patient and the patient will be texted or called to come in to collect their letter of appointment. This can be used to check the date of your appointment and also make any changes by you, the patient.
2. For all other routine referrals and for ages under 75, the patient will have an appointment request made via the e-referral service. We will tick three of your preferred choices of hospitals (made at the time of your consultation with the GP) and you will be then asked to come in to collect your letter which will give you the password and contact details to make your own appointment.

Any issues with referrals and appointments will now be the responsibility of the patient who will be able to rebook an appointment, initially make an appointment or cancel their appointment. The surgery cannot do this anymore.

Any referral that has not been collected in time, will expire and need to be redone so please ensure, that when you have been told that you are being referred by the GP, that you come in to collect your letter so that you can either make your appointment or confirm your appointment times and dates.

Any delays in your appointment i.e. waiting times and not being seen sooner is the responsibility of the hospital and the GP cannot request a patient to be seen earlier. The only exception to this is if the GP feels the urgency is justified and they have to send an urgent referral. Otherwise, all referrals are now subject to the lists and waiting times at the local hospitals.

If you have any questions about this new system please don't hesitate to speak to reception or the GPs.

## **EALING COMMUNITY REFERRAL HUB**

There is a new hub that has opened in November 2019 which is a single point of access for all adult community health services in Ealing provided by Ealing Community Partners. This new system has been developed in order to provide streamlined access to Ealing Community Services and in these referrals, triaging will still take place.

**The new referral hub will be in operation 24 hours a day, 7 days a week, and will:**

- include clinical triage
- provide an information line for patients and/ or referrer queries and concerns
- receive and coordinate telephone referrals for urgent Community Nursing needs including Rapid Response
- manage referrals for the **following** Ealing Community Partners services:

Community and district nursing services including domiciliary phlebotomy	Rapid Response (including Rapid Therapy and Home First pathways) (previously known as Home ward)
Musculoskeletal Services (both physiotherapy and the interface service)	Intermediate care beds (general rehabilitation, neurological rehabilitation and admission avoidance) in Clayponds Hospital.
Tissue Viability	Short Term Rehabilitation
Bladder and Bowel Services (adults and children's)	Community Rehabilitation (Ealing Day Treatment Centre)
Care Coordinators	Falls Service
Women's Health Physiotherapy Service	Community Stroke and Neurological Service (ENABLE)
Diabetes Integrated Care Ealing and the Diabetes Education Service	Primary Care Mental Health
Community Learning Disabilities Services	Podiatry (adults and children's)
Pulmonary Rehabilitation	Adult Speech and Language Therapy
Argyle Enhanced Primary Care in Care Homes service	Nutrition and Dietetics (adults and children)

### **PHLEBOTOMY FOR CHILDREN UNDER 16 YEARS**

We would like to remind our patients that if you have a blood test for a child under 16 years, please speak to reception to give you the information to go to another surgery to perform this.

Cuckoo Lane Surgery in Hanwell sees all patients under 16 years for their blood tests.

This is NOT a walk in service and an appointment has to be booked. Patients need to ensure also that they have requested the prescription for the EMLA cream which needs to be applied to both arms, NOT HANDS, 1 hour before the appointment. Cling film should be wrapped around the arms to keep it in place, the tegaderm can be painful to remove or does not stick at all, so cling film is preferable. The blood test form can be printed and given to the patient but this is also available via the clinical system by the nurse at the clinic.

There are other clinics that also do the tests and we can give you a list at reception for these.

### **FLU VACCINES**

We would like to apologise to our patients for the delivery of the flu programme this year, in particular to the patients aged 2 – 3 years or under 65 years.

There have been many issues related to the deliveries of these vaccines. The under 65 year flu vaccine was delayed by the supplier nationally by a whole month and we did not start receiving these vaccines until late October. Deliveries were also not made in a timely manner which meant we had to rearrange a lot of our clinics, as we were notified at a late stage of these issues.

Furthermore, there have been stock issues with the fluenz nasal spray for the 2 and 3 years old children where restrictions to ordering have been in place, owing to the shortages in supplies of the vaccines. These have all been out of our control and we would like to apologise if you have had a delay in being vaccinated.

We do have the stock now and you can make your appointments as planned over the next few months.

### **WINTER EMERGENCY CLINICS**

From December until the end of March, we will be holding a winter emergency clinic on Thursday afternoons with Dr Mendes da Costa which is a clinic to see patients only for emergencies during the week. This is to stop patients having to go to the hospital A&E so if you have a medical emergency during the week and cannot be seen on the day, you may be offered an appointment to be seen in this clinic. We hope that this will offer patients the chance to be seen in house as opposed to out of hours.

This should also aim to reduce the strain on the A&E departments in the hospitals over the winter months.

### **CHILD IMMUNISATIONS**

Please can parents make themselves well versed with the child immunisation schedule and ensure that they bring their child to have their vaccines done. We encourage all our patients to have their children immunised however, if there is any reason you don't want this done, please do let us know and we can keep this on records. It is very important to keep the records updated and to ensure we know if the child has been vaccinated or not. This means that if you do have the child vaccinated abroad or privately to let us know, so this can be updated on our system.

### **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 **August September and October 2019** is listed below.

The total time wasted over the last three months was **1649 minutes** which is a staggering **27 hours**.

**Patients who DO NOT ATTEND up to 3 times will be removed from the practice after the warning letters are sent.**

## **DNA & Patient Walked Out Report - The Bedford Park Surgery Aug to Oct 19**

<b>Staff</b>	<b>Appoint ment Count</b>	<b>Time Wasted</b>
Dr Locum Gp	14	280
Ms Noko Masenya	29	415
Dr Sophie May	2	30
Dr Charlotte Mendes Da Costa	25	484
Mrs Farahnaz Ahmadzai	14	230
Dr Giovanna Hornibrook	19	210

**Please note some important dates below:**

3 Jan 2020 at 18.15 PPG meeting at the surgery

### **XMAS CLOSING TIMES**

Wed 25 Dec 19	CLOSED ALL DAY
Thur 26 Dec 19	CLOSED ALL DAY
Wed 1 Jan 20	CLOSED ALL DAY