

# The Bedford Park Surgery Autumn Newsletter

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Dear Patients

Hope you are all safe and well. Please have a read of our newsletter to keep abreast of current activities at the surgery.

## **C** OVID BOOSTER

We are not doing the boosters for the Covid vaccine at the surgery. These are being done at St Johns Church in Mattock Lane Ealing as this is the hub for Acton. We are currently sending invites to any patients on a weekly basis, who are due their Covid booster. There has to be an interval of 6 months from your second Covid vaccine and the booster so patients will be invited in accordance to the date of their second vaccine administered.

Patients are also able to book directly to another center, if this is closer to them, via the government website. The link to this is below.

NHS England are in the process of putting the booster vaccine on the patients NHS APP on the Covid pass. This has not been done yet but it can be seen in the clinical history section if you are looking for it on the NHS APP.

Housebound patients will need to wait for the roving team in Ealing to come out to their homes. If any patient who is housebound and is at all able to be taken to a center to get the booster, this would be advisable as we do not have a time frame as to when the booster will be given to the patients at home.

<https://www.nhs.uk/conditions/coronavirus-covid-19/coronavirus-vaccination/book-coronavirus-vaccination/book-or-manage-a-booster-dose-of-the-coronavirus-covid-19-vaccine/>

## **M** ISSING COVID VACCINES

If any patient has missing Covid vaccine details in their records, then they need to take this forward with the Vaccine Data Resolution Service (VDRS).

If a member of the public believes they have missing or incorrect COVID-19 vaccination data, please can they call 119 and ask the call agent to make a referral to the VDRS

team on their behalf. The VDRS team will then call the person back within 5 working days.

## **P**RESCRIPTION REQUESTS FOR REPEATS

We have been advised by our local chemists that the NWL CCG had asked for patients to NOT request their repeat medications directly from the chemist if they have access to smart phones or emails. All repeat requests need to be done via the GP surgery or the NHS app or the system online / Airmid app, or by email to [admin.bedfordpark@nhs.net](mailto:admin.bedfordpark@nhs.net).

The only exception to this is if the patient has absolutely no access to the above pieces of software. So please can patients ensure that all requests for prescriptions are made to the surgery directly.

## **W**EIGHT REFERRAL PROGRAMME

The surgery is taking part in a new initiative for patients to support them in weight loss. This is called the Ealing Adult Tier 2 Weight Management Service.

This service will be managed by our social prescriber who will contact any patients who are eligible and have expressed an interest. We will contact patients who fit the criteria and will be referring them to the social prescriber for this scheme. Please read some more about this below.

### **Who is the service for?**

For those aged 18 and over, with a BMI above a healthy weight so generally for adults those with a BMI greater than 25, whilst amongst those of black African, African-Caribbean and Asian descent the BMI of greater than 23, those who are residing in Ealing or registered with an Ealing GP practice

### **Information on the 2 different provider programmes**

Both programmes include the main key elements of a WMS although will differ slightly in the delivery and focus, and participants may have a preference depending on their needs:

#### **West London NHS Trust**

The programme will include 12 weeks of group sessions of 60 minutes in duration.

The multi-component programme includes physical activity sessions, Nutrition sessions and a strong behavioural change element.

**Nutrition:** The nutrition element will focus on the eat-well guide, education around food categories and nutrients, calorie intake, fluid intake, understanding metabolism, covering different type of diets and practical tips for cooking.

**Physical Activity:** This will include a “Running to better health” group following the Couch to 5K model over 12 weeks with the option of walking included, there will also be a Group cardio activity with activity modified to an individual’s ability, and Yoga.

## **Slimming World**

The Slimming World programme offers 12 weekly face-to-face 1-1.5 hour group sessions. There is also a digital programme offered for those that do not wish to join the group sessions.

The multi-component programme focuses on embedding long-lasting behavioural change, supporting members on an individual basis, and is offered at different venues across the borough.

**Nutrition:** The nutrition element encourages an overall healthy, nutritionally balanced, diet in line with current healthy eating guidelines, demonstrating how these principles can be applied to all types of diets. It facilitates changes in shopping, cooking, and eating, moving people away from high fat, processed foods towards using fresh ingredients. Members learn to make healthier choices, satisfying their appetite whilst naturally limiting calories.

Should the member have any specific medical problems, the programme arranges for one of the Dietitians or Nutritionists to talk to them and help to personalise their Food Optimising to fit in with the medical advice they've been given

**Physical Activity:** No activity is delivered as part of the sessions although users are encouraged to be active outside of the session, as part of a gradual build up to 150 minutes of exercise each week, the programme aims to raise people's awareness about the benefits of moderate activity, help them explore misconceptions and misapprehensions, and show them how easy and accessible it can be to build moderate activity into their life. An award system also exists to acknowledge member's achievements as they increase physical activity levels.

## **E**VERYONE ACTIVE EXERCISE SCHEME

Everyone Active's Exercise Referral scheme is the perfect way for people with health conditions to increase physical activity levels and improve health. We want you all to enjoy and maintain at least half an hour of physical activity, five times a week. This is what the Government recommends everyone should aim to achieve as part of a healthy lifestyle.

The link to the website is below. If you are keen on taking part in this referral, then let your GP know.

<https://www.everyoneactive.com/content-hub/home-workouts/gp-exercise-referral/>

## **P**ATIENT PARTICIPATION GROUP

We currently have a very robust and active PPG however; we would love to have more members join us.

Our meetings will be held once a quarter by Teams or Zoom, so you don't need to come in for a meeting. They are usually held on a Friday at 18.00

We discuss matters that will help the surgery improve its services and welcome members to help us achieve this.

If anyone is interested please email Sangeeta on [Sangeeta.kathuria@nhs.net](mailto:Sangeeta.kathuria@nhs.net)

You can have a look at our past meeting minutes on the link below for more information.

Our next meeting is on **7 Jan at 18.00**

<https://www.bedford-park.co.uk/practice-info/patient-participation-forum/>

## **A**PPPOINTMENT POST COVID PRESSURES

We are continuing to see our patients face to face for nurse appointments and have been doing so throughout the pandemic.

We are also offering face to face appointments with our doctors which can be booked remotely by the patient or via the reception desk.

## **P**ARENT INFORMATION FOR CHILDREN RELATED TO COVID

For parents who have any concerns about their children related to Covid, there is a very useful leaflet that you can access via our website. Please use the link below and have a look.

[https://www.bedford-park.co.uk/advice-for-parents-carers-during-coronavirus-for-children/advice\\_for\\_parents-carers\\_during\\_coronavirus/](https://www.bedford-park.co.uk/advice-for-parents-carers-during-coronavirus-for-children/advice_for_parents-carers_during_coronavirus/)

## **R**EFERRALS AND WAITING TIMES

We have been advised that there are very lengthy waiting times for hospital outpatient appointments for patients.

When our GPs do the referrals for our patients, the management of that referral and the provision of the appointment is not in our hands, but in the hands of the ERS referrals system and the provider.

We are not able to offer support to patients to go up higher in the queues or alter appointment times.

Currently the waiting times in the London hospitals are below. Please bear with us on this as the matter is being looked into by NHS England.

In the meantime, do try to make sure you keep your appointment where you can and if you wish to change it, or cancel it, use the letter that is sent to you with the contact details and let the hospital know. Your appointment can be used for someone else.

For patients who are referred for cancer screening under the two-week referral rule, you will be seen or sent an appointment in the 2 weeks. If you do not get contacted in the two weeks for a cancer referral, you must let us know so we can investigate this.

Current waiting times shown below;

London North West: 5 weeks

Chelsea and Westminster/West Middx: 10 weeks

Imperial: 18 weeks plus

## **F**LU VACCINES

We are still offering appointments for patients who are eligible, to get their flu vaccines with us.

If you have not booked an appointment, please speak to reception.

## **S**OCIAL PRESCRIBER

The surgery has our own social prescriber, who has been employed through the Acton PCN (primary care network) and she works with us on Tuesdays on site.

Social prescribing supports individuals, families, local and national government, and the private, voluntary and community sectors to work in collaboration in order to provide a personalised and flexible offer of support back to health at a pace that is appropriate to the person.

Social Prescribers offer a programme based on face-to-face conversations during which patients can learn about opportunities to improve their health and wellbeing.

People with social, emotional or practical needs are empowered to find and design their own personal

solutions, i.e. 'co-produce' their 'social prescription', often using services provided by the voluntary and community sector.

If you are a patient who would benefit from a referral to the social prescriber, this will be done for you by our clinical team. If you feel that you would benefit from a referral to a social prescriber, then speak to your GP. You are able to see her on site at the surgery if needed.

For more information on what they can help with please click on the link below for our website

<https://www.bedford-park.co.uk/practice-info/leaflets/social-prescribing/>

## **D**ECEMBER AND JANUARY HEALTH TALKS

The health talk in December will take place on 6 Dec 2021 at 18.30 and this will be on **Obs and Gynae**.

The health talk for January will take place on 11 Jan 2022 at 18.30 and this will be on **LOVE YOUR LIVER**

If you have missed any of our past talks then please go to our website on the link below and you can watch them on youtube.

<https://www.bedford-park.co.uk/practice-info/patient-health-talks/>

## **Z**ERO TOLERANCE

You all may have been hearing a lot of negative news in the press related to the way patients have been behaving with GP surgery staff over the past few months, and the anxiety this has been causing GP surgery staff in the press in a negative light. However, we would like to thank our patients for being so kind, helpful and supportive with our staff especially during the past 18 months where we have had to work in very extenuating circumstances. We are lucky to say that as a surgery, we are not affected by issues with breach of zero tolerance or unacceptable behavior with our staff and this has made our relationship with our patients better.

Thank you.

## **C**HRISTMAS OPENING HOURS

Monday 27 Dec 2021	CLOSED
Tuesday 28 Dec 2021	CLOSED
Wednesday 29 Dec 21	OPEN AS NORMAL
Thursday 30 Dec 2021	OPEN AS NORMAL
Friday 31 Dec 2021	OPEN AS NORMAL
Monday 2 Jan 2022	CLOSED
Tuesday 3 Jan 2022	OPEN AS NORMAL

We would like to wish all our patients and their families a wonderful Christmas and hopes for good health.