



EASTBURY SURGERY PPG

NEWSLETTER October 2019



Dr Anna Normandale – PPG Chair

Eastbury Surgery produces a bi-annual newsletter with the PPG (Patient Participation Group), to keep our patients updated on any developments and changes in the practice.

We aim to provide our patients with high quality, patient centred, safe and evidence based care in a responsive and courteous manner.

The Partners and Staff work together as a team. The PPG works closely with the practice to highlight the views of the patients.

Further practice information, including online appointments and repeat prescriptions, is available on our website www.easburysurgery.nhs.uk

Flu Vaccinations

**PLEASE BOOK YOUR
FLU VACCINATION APPOINTMENT
AT RECEPTION OR CALL THE SURGERY**

There are several types of flu vaccines.

You'll be offered the one that's most effective for your age:

- children aged 2 to 17 in an eligible group are offered a live attenuated quadrivalent vaccine (LAIV), given as a nasal spray
- adults aged 18 to 64 who are either pregnant, or at increased risk from flu because of a long-term health condition, are offered a quadrivalent injected vaccine – the vaccine offered will have been grown either in eggs or cells (QIVe or QIVc), which are considered to be equally suitable
- adults aged 65 and over will be offered either an adjuvanted trivalent injected vaccine grown in eggs (aTIV) or a cell-grown quadrivalent injected vaccine (QIVc) – both vaccines are considered to be equally suitable.

If your child is aged between 6 months and 2 years old and is in a **high-risk group for flu**, they'll be offered an injected flu vaccine as the nasal spray is not licensed for children under 2 years.

For further information please click on the link below.

<https://www.nhs.uk/conditions/vaccinations/who-should-have-flu-vaccine/>



Patient Participation Group (PPG) - Next AGM

**Our next PPG AGM will be on Thursday 7th November
at 2:00pm at Eastbury Surgery
All patients are invited to attend**



Patient Participation Group (PPG)

Anyone over the age of 18 who is a registered patient of the Eastbury Surgery can become a member. We do ask that you are enthusiastic about the Practice developing and delivering its services to the community.

You do not need to have a health care background. Members of minorities are especially welcome to enable us to reflect the diversity of the local community.

If you are interested in being a member or supporter of the PPG or would just like to find out more, please contact the Practice Manager, Rupal Nathwani on 01923 845 945 or ask for a registration form at Reception.

You can download the sign up form from our website www.easburysurgery.nhs.uk as a pdf document, print it out, complete it and return it to the practice.



New GP

We would like welcome Dr Emma Jenkins as our new GP.

She started with us in August 2019 after completing her GP Registrar training with us. We are very pleased to have her in the team at Eastbury Surgery.



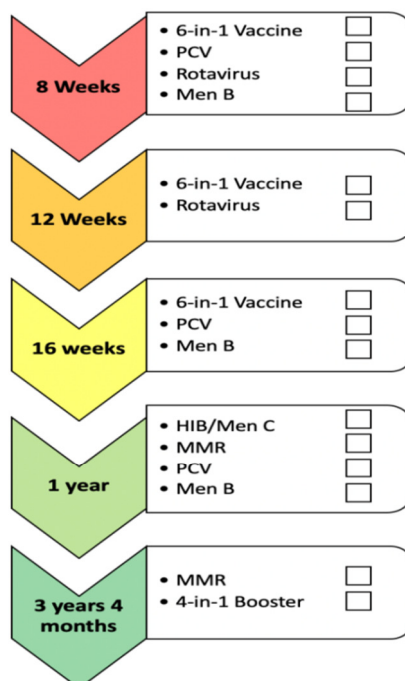
Dr Jenkins qualified from University College London in 2013 and subsequently did her medical training in North West London. She completed her GP training at Eastbury surgery and is now working as a salaried GP. She is currently co-lead of the Hillingdon Young Practitioners group and is undertaking a part-time postgraduate certificate in health and wellbeing, with a focus on healthcare leadership.

Childhood Immunisations

It's important that vaccines are given on time for the best protection. If your child missed a vaccine, contact us or speak to reception to book an appointment with our nurse.



Use this timeline to know when you need to get the next vaccination for your child up to pre-school



Please contact the practice if:

- you think your child has missed any vaccinations
- or your child has a vaccination appointment – but you've missed it or cannot attend

You can book or rearrange the next available appointment. It's best to have vaccines on time, but you can still catch up on most vaccines if you miss them.

Pre-Diabetes

Pre diabetes (or high risk of diabetes, non- diabetic hyperglycaemia) is a term that is used to signify that an individual is at risk of developing type 2 diabetes.

There are an estimated 5 million people at risk of type 2 diabetes in England and the prevalence has tripled over the past eight years.

There is overwhelming evidence from studies in the USA, Finland, China, India and Japan that lifestyle changes can prevent the development of type 2 diabetes in high risk individuals.

The following patients should have a risk assessment:

- all eligible adults aged 40 years and above, except pregnant women
- people aged 25-39 of South Asian, Chinese, African-Caribbean, black African and other high-risk black and minority ethnic groups, except pregnant women
- adults with conditions that increase the risk of type 2 diabetes
- particular conditions can increase the risk of type 2 diabetes. These include: cardiovascular disease, hypertension, obesity, stroke, polycystic ovary syndrome, a history of gestational diabetes and mental health problems. In addition, people with learning disabilities and those attending accident and emergency, emergency

medical admissions units, vascular and renal surgery units and ophthalmology departments may be at high risk.

Patients can use a validated self-assessment questionnaire or validated web-based tools (see the Diabetes UK website: <https://www.diabetes.org.uk/preventing-type-2-diabetes/diabetes-risk-factors>).

Patients who are eligible can also be assessed by the NHS Health Check programme. This programme is for people aged 40–74 who are not on a disease register and have not been diagnosed with coronary heart disease, hypertension, atrial fibrillation, stroke, transient ischaemic attack, type 2 diabetes or kidney disease.

If you have just found out that you're at risk of developing Type 2 diabetes you now have the chance to make changes that can delay or prevent Type 2 diabetes by:

- eating well
- moving more
- losing weight, if you are overweight.

Make the most of all the support and services available in your area. Ask our healthcare assistant Jo Williams about:

- a weight management programme
- exercise on referral (Let's Get Moving programme)
- The NHS diabetes prevention programme
- My Health Programme

Over the Counter Medicines



Please help the NHS to use resources sensibly. The GP, Nurse or Pharmacist will not generally give you a prescription for over the counter medicines. Please see information attached.

Primary Care Network (PCN)

PCNs are groups of GP practices working more closely together, with other primary and community care staff and health and care organisations, providing integrated services to their local populations.

From April 2019, individual GP practices will be able to establish or join PCNs covering populations of between 30,000 to 50,000).

The BMA has been working with NHS England to ensure PCNs allow for the retention of what constitutes the very best of how general practice and wider primary care currently operates while finding improved ways to deliver care that offer tangible benefits and improvements to patients, clinicians and the wider primary care team.

Eastbury Surgery is part of North Connect Primary Care Network which includes Mountwood Surgery, Carepoint Practice, Acre & Acrefield Surgery and Harefield Practice.



Preparing for EU Exit

Please find below a Statement on 'Preparing for EU exit and medication' taken from NHS England website, with link to website:-

The practice follows national guidance in place to prepare for Brexit. NHS England states that:

“It is important that patients only order their repeat prescriptions as normal, and keep taking their medicines as normal.”

For further information please see: NHS England “preparing for EU exit”

<https://www.england.nhs.uk/eu-exit/>

Feedback/Comments about the Practice from Patients, Trainee Doctors and Medical Students

Comments from Patients

“Thank you very much for your excellent treatment”

“The level of courtesy on reception is to be highly commended!

“Impresses with how everyone dealt with the emergency”

“Thanks for such expert, sympathetic and effective care”

“Thank all staff dealing with prescriptions, you have been particularly helpful when I run out of medications”

Comments from Trainee GPs

“Thank you so much for all of your help and wisdom during my attachment”

“You are a great team”

“Thank you for making the last 4 months really enjoyable”

“Thank you for your help and guidance over the last 4 months”

“This period has been very valuable and most importantly, enjoyable”

Comments from Medical Students

“My supervisor was so well-prepared before I even arrived”

“I felt I was treated fairly and we did plenty of case based discussions”

“I got the opportunity to present my audit to doctors which was fun, organised and a fabulous opportunity to learn”

“All staff at Eastbury Surgery were very welcoming, helpful and accommodating – I felt respected and able to flourish”

Friends and Family feedback was also discussed. The points raised on the evaluation and reflection on Friends and Family feedback are as follows:-

- 89% is extremely likely to recommend the clinician they saw.
- Frequent comments on high quality, politeness and helpfulness of reception staff indicate a change and improvement from previous PPG feedback which is very encouraging.
- The practice has recognised and reflected on staff and clinicians training needs to include upskilling staff on signposting.
- We have taken the minority negative feedback seriously on access to appointments. Patients are able to book more appointments online, and use the Extended Hours Hubs in the evenings and weekends.