



EASTBURY SURGERY PPG

NEWSLETTER

December 2023

Dear Patients

We hope that you are keeping well and staying safe.

As we are approaching the New Year 2024 we would like to update you about recent changes to our surgery's team and transformation of primary care.

Eastbury Surgery is part of the North Connect Primary Care Network (PCN) together with five more local surgeries and you might have been already contacted by care-coordinators, PCN pharmacists and social prescribers who work across all PCN practices.

To develop a new and more effective primary care services there is a move towards integrated neighbourhood teams (INTs) that move beyond PCNs as a fundamental building block of an integrated care system (ICS).

At the heart of the new vision for integrating primary care is bringing together wider primary care providers, secondary care teams, social care teams, and domiciliary and care staff to work together to share resources and information and form multidisciplinary teams (MDTs) dedicated to improving the health and wellbeing of a local community and tackling health inequalities.

The North Connect PCN is planning to develop local services to improve access. Some patients will be seen by PCN pharmacists who are currently developing their prescribing and clinical skills and others may be signposted to alternative providers such as local pharmacies and online services to deal with minor illnesses, contraceptive advice, blood pressure checks etc.



Practice Staff

We would like to inform you that Dr Emma Jenkins will not be returning to Eastbury Surgery after her maternity leave due to childcare arrangements and commuting distance. Gail Johnson, who used to work as a Practice Nurse, has left the surgery as she has relocated to Wales. They both will be missed, and we wish them all the best for the future.

We are pleased to welcome to our team Lauren Christie, our new Practice Nurse, and we are also pleased to inform you that Dr Ruth Collins, who used to train when she was a GP Registrar in our Practice, will be joining Eastbury Surgery from mid-January 2024.

North Connect PCN Staff

From time to time you will be contacted or be seen by our North Connect Primary Care Network staff who are attached to our practice:

Nick Dawes:	PCN First Contact Physio
Manisha Patel:	PCN Pharmacist
Hardy Bhadra:	PCN Pharmacist
Sara Lubelska:	PCN Social Prescriber

We are pleased to inform you that North Connect PCN website will go live in January 2024. This will have lots useful information for our patients, details of collaborative services and PCN teams working with practices. We will inform you of the launch date in the new year.



Out of Area patients

We would like to explain to our patients that GP practices in UK have a defined geographical area locally (similar to catchment area for schools) from which patients are allowed to register with the Practice.

If you have moved and fall outside of our catchment area, please register with another GP practice which is closer to your place of residence. You will be given 30 days in which to make alternative arrangements.

This is so that we can accommodate and register patients who have moved locally and wish to register with our practice.

Home Visits

Please kindly note our home visit policy which is based on the GMS contract, local LMC guidance, RCGP and BMA guidance.

Home Visits are reserved for the following groups of patients:

- Terminally ill
- Housebound
- Patients who are severely ill in bed

Please request visits before 11:00am whenever possible as this allows the Duty Doctor to assess the request for necessity and urgency so that it can be appropriately managed. In some situations, the Duty Doctor may arrange assessment by another member of the community team (District Nurse/neighbourhood team).

The following ARE NOT valid reasons to perform a home visit:

- Transport Issues for a Patient
- Childcare Issues for a Patient
- Poor Mobility if patients can attend other appointments. We have had requests for home visits from patients who were out shopping or seeing their hairdresser when GP was trying to visit them, which is not acceptable
- An Unwell Child- it is in the best interest of the child to attend the surgery where they can be properly assessed and treated. If a parent believes that the child is too unwell to travel to surgery and is a medical emergency, then it would be advisable for them to seek help from the emergency services by calling 999.

Surgery Car Park Entrance

We request that if you are dropping off or picking someone up, please do not block our car park entrance. Doctors, paramedics, sample collectors and staff need clear access to our car park as otherwise it can cause delays with patient care.

Hospital and Private Prescriptions Requests and Results

We would like to remind patients that any urgent prescriptions issued by NHS hospitals should be obtained from the hospital pharmacy. Similarly, urgent private scripts need to be obtained privately. In order to issue prescriptions GPs, need information provided in specialists' letters explaining why medications have been issued and for what condition.

Please also contact your hospital specialist's secretaries regarding the results of investigations requested by hospital doctors and use blood forms provided by a specialist for your tests so that the results go directly to a specialist requesting them.

Cervical Smears

We would like to remind eligible patients that you are able to book your smear test with us. Please call the surgery to book your appointment with our practice nurse or have an appointment booked in our local Extended Access Hub in Eastcote.



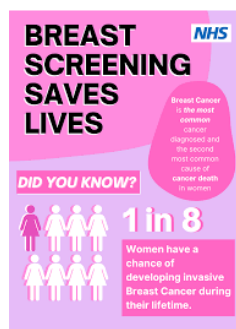
Breast and Bowel Screening

We have noticed that some of our patients eligible for breast and/or bowel cancer screening have missed their opportunity to have tests done.

Please contact the national screening service if you would like to rebook your mammogram or request a bowel cancer test kit.

Please follow links below for more information:

<https://www.nhs.uk/conditions/breast-screening-mammogram/how-to-book-or-change-an-appointment>



<https://www.nhs.uk/conditions/bowel-cancer-screening>



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.



*We would like to wish our patients a safe and
Happy Christmas & New Year*

