

# The North London Health Centre

September 2017



## Newsletter

### Practice Development Plans

The practice patient list size is increasing due to the closure of a nearby surgery. Therefore the surgery has appointed another Nurse and a new member of Reception staff and looking to increase the sessions provided by its Doctors.

We welcome to the surgery our new Nurse: Jane Verdicchio and our new Receptionist Mina Kapadia

We also welcome our Trainee Doctors Dr Andriya Frances who will be with us until August 2018, Dr Finula Farrelly till February 2018.

### KEEPING YOUR APPOINTMENT

The Practice continues to have too many appointments where patients that do not/cannot attend do not cancel their appointment. This wastes the resources in the Practice. So if you cannot attend please contact the surgery by telephone/text or online through patient access website so that it can be used for another patient.

### How do I set up my access?

To register come into the Practice Reception area and ask for a Registration letter, which will enable you to set up your account. Your identity needs to be verified by a member of staff. So take with you any two of the following: 1. Photo Driving Licence, 2. Passport, 3. Bank or credit card statement. These, plus having an individual email address, will ensure that your personal details cannot be accessed by anyone else.

When you come in to register you can also request that you have any repeat prescriptions requests automatically delivered electronically to your chosen pharmacy for you to collect from them without coming into the surgery.

### GP ON-LINE SERVICES

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Everyone who is registered with a GP can have access to the Practice's free on-line services. GP on-line services are available 24 hours a day, 7 days a week using your computer (or a computer in the local library), smart phone or tablet .

You can use it to book and cancel appointments, request repeat prescriptions and access part of your GP record, including test results. This will save you time compared to visiting the practice or using the telephone.

**THE MINOR AILMENTS SCHEME**

Everyone can go to their Pharmacist for free advice or to buy a medicine for a minor illness or ailment. The Minor Ailment Scheme is a NHS service for people, including children, who do not pay prescription charges.

The Minor Ailment Scheme allows you easier access to the same advice, treatment and medicines from your Pharmacist as you would get from your GP, without having to wait for a GP appointment.

You can use the service if you are registered with a GP practice in Enfield, and you do not pay for your prescriptions. Leaflets about the scheme are found in the GP Reception area.

**How do I join the Scheme?**

If you have any of the minor ailments listed below and you do not pay NHS prescription charges, you are eligible to join this scheme.

Go to your GP Receptionist and ask for a Minor Ailment Scheme Passport (one per patient). The Receptionist will give you more information about how the scheme works and which Pharmacies are taking part. Take the passport to your chosen Pharmacist. The Pharmacist will ask you a few questions and give you the appropriate advice and treatment.

The minor ailments are:

Athletes foot, constipation, cough, cystitis, diarrhoea, earache, fever, hay-fever/allergic rhinitis/allergies, head lice, indigestion, insect bites/stings, mouth ulcers, sore throat, sprains/strains, teething, threadworm, upper respiratory tract infection, vaginal thrush, verrucas and warts

Advice may also be obtained from: NHS 111. Tel: 111 or at [www.nhs.uk/111](http://www.nhs.uk/111).

**MEDICINES AVAILABLE OVER THE COUNTER RATHER THAN ON PRESCRIPTION**

**Stay warm and well this winter**

- ✓ Keep warm and heat your living room to 21C
- ✓ Stay healthy and have a flu jab
- ✓ Viruses cause colds . Flu and antibiotics have no effect on viruses

The NHS often has to pay more for some medications through prescriptions rather than patients buying themselves from the local pharmacy. Pharmacists are very well qualified to provide advice on a range of conditions

and appropriate medications so it is worth having a talk with them first for many conditions. If they feel that a condition needs medical assessment from your GP they will advise you accordingly.

**LOOKING AHEAD – KEEPING WELL THIS WINTER / VACCINATIONS**

You can collect a very useful leaflet from the Reception area on keeping well during the winter months. We also have planned walk-in sessions for vaccination against influenza, shingles for patients 70 years old or 78 years old and meningitis for students attending university for the first time this year



Please look at the surgery website: [www.thenorthlondonhealthcentre.co.uk](http://www.thenorthlondonhealthcentre.co.uk) for the 2017/18 Flu walk in clinics and information for keeping well during winter.

**PATIENT PARTICIPATION GROUP (PPG) UPDATE**

The Practice has a Patient Participation Group which meets every six months to discuss with the Practice Team how we can improve things and develop new ways of working to benefit both patients and the use of the time of practice staff. If you are not on the mailing list for the PPG do pick up a leaflet in Reception and find out how to get involved. The PPG Chair also attends the quarterly PPG network meetings organised by the Enfield Clinical Commissioning Group and feeds back on relevant initiatives. If you would like to join/be put on the email list for the Practice PPG please ask at Reception.

**The next meeting of the Group is on Monday 16<sup>th</sup> October at 12 pm**

## ENFIELD CCG PATIENT PARTICIPATION GROUPS NETWORK

The PPG Network met on 5th September. The meeting was given an update on the development of the North Central London partners in Health and Care. This is a grouping of the CCGs in Barnet, Camden, Enfield, Haringey and Islington aimed at improving access to primary care and treatment of a range of health conditions including care closer to home. More information can be found on

their web site <http://www.northlondonpartners.org.uk>

There was also a presentation by Healthwatch Enfield which has a very active communication and engagement work stream to co-ordinate opportunities for patient engagement in the various activities in Enfield health and care. Their website is [www.healthwatchenfield.co.uk](http://www.healthwatchenfield.co.uk)

The next PPG Network meeting is on Tuesday 5th December 2017 in the Executive Suite, Dugdale Centre, Thomas Hardy House, 39 London Road, EN2 6DS. If you would like to attend this meeting and you are a member of the Practice PPG North Central please give your details to Reception.

## ENFIELD CLINICAL COMMISSIONING GROUP FUTURE MEETINGS

### Members of the public can attend these meetings:

The Enfield CCG Governing Body Meeting is on 20 Sep 2017 at the Committee Room, Holbrook House, Cockfosters Road, Barnet EN4 0DR

The Enfield CCG Annual General Meeting is on Date: 27 Sep 2017 in the Executive Suite, The Dugdale Centre, Thomas Hardy House, 39 London Road, EN2 6DS

The next Enfield CCG Patient and Public Engagement event is on Wednesday 25 October 2017 10am to 1pm at the Executive Suite, Dugdale Centre, 39 London Road, EN2 6DS

The Enfield CCG Governing Body Meeting is Date: 22 Nov 2017

Venue: Millfield House, Silver Street, Edmonton N18 1PJ

The Enfield CCG Patient and Public Engagement event is on Wednesday 7 March 2018 – venue to be confirmed.

### **Treat yourself better this winter**

Did you know?

Antibiotics are not an effective treatment for winter symptoms such as a cough, cold, sore throat, flu or nasal congestion. These symptoms are caused by viruses and antibiotics only work against bacteria. If you take antibiotics unnecessarily then they may not work when you need them to treat a bacterial infection. Why not save yourself a trip to your GP and pop into your local pharmacy first for expert advice