

IN AN EMERGENCY ALWAYS CALL 999

NHS Direct: DIAL 111

Available 24 hours every day.

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Other services at **Eastcote Health Centre:**
Blood Tests, Physiotherapy, Chiropody
01895 488 810

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Emergency Care:

The Pinn Medical Centre

37 Love Lane Pinner HA5 3EE
020 8866 5766
Open every day including Bank Holidays: 8.00am until 7.30pm

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The Alexandra Avenue Clinic

275 Alexandra Avenue Rayners Lane Harrow HA2 9DX
020 8966 6300

GP based Walk-in Centre

Open every day including Bank Holidays: 8.00am until 7.30pm

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Extended Hours GP Service:

Northern Hub - Eastcote Health Centre

Monday - Friday: 6.30pm - 8.30pm
Saturday & Sunday: 12 noon - 4.00pm

By appointment only.

Book at Reception during normal Surgery hours. You cannot book via the Hub, nor walk in without an appointment.

The Abbotsbury Practice

Patient Participation Group (PPG)

NEWSLETTER 28 - Winter 2018

Holiday Opening Times

Tuesday 25th & Wednesday 26th December - CLOSED
Thursday 27th December onwards - Usual opening times

Tuesday 1st January - CLOSED
Wednesday 2nd January onwards - Usual opening times

We will accept repeat prescription requests until
midday Thursday 20th December
to process them before Christmas.
If you can send them earlier than this it would be appreciated.

Abbotsbury Practice, Eastcote Health Centre

Abbotsbury Gardens, Eastcote HA5 1TG

Telephone: 020 8866 0121 or 020 8866 8382

Fax: 020 8426 1028

Surgery open: Monday to Friday from 8.30am until 6.30pm

www.theabbotsburypractice.nhs.uk

The Abbotsbury Patient Participation Group (PPG):

Officers:

Elaine O'Sullivan: Chair

Tom Barclay: Vice Chair

Verena Clark: Treasurer

Members:

Nalini Chandarana, Angela & Trevor Dixon,

Lynn Hill, Barbara Merrick,

David Payne, Gill Richiardi

theabbotsburyppg@hotmail.co.uk

We are looking for new members. If you are interested, please email us or leave a note in Reception.

We at the Abbotsbury PPG would like to thank the Managers of both our Practices, Abbotsbury and Devonshire, for their combined help in reducing the proliferation of notices that have been plastering the waiting room walls. They have made a concerted effort to pin the posters onto noticeboards relevant to these sections: babies and children, women's concerns, mens concerns, the elderly and the disabled. There are also help sections for certain conditions. We hope that this will help patients who are looking for particular answers much more easily. The notices and posters are reviewed and renewed monthly. Please contact the PPG, or leave a note at reception for us, if you think we have omitted an area that you think would be helpful to other patients. We are here to help you.

H4All (Hillingdon for All)

The large green noticeboard in reception displays a wide range of local services and information to help patients with a variety of queries. You can also ask reception for a file containing this information if you need time to sit and take details.

USEFUL CONTACT DETAILS

Mount Vernon Hospital

Rickmansworth Road Northwood HA6 2RN
01923 826 111

Minor Injuries Unit

01923 844 201

Open every day from 9.00am to 7.30pm (*Closed Christmas Day*)

X-Ray Department

01923 844 320 or 01923 844 219

Open: Mon – Fri: 8.30am to 7.15pm Sat – Sun: 9.00am to 4.00pm

Blood Test Department

Open: Mon – Fri: 7.00am to 4.30pm

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Watford General Hospital

Vicarage Road Watford WD18 0HB
01923 244 366
A&E open: 24 hours every day.

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Northwick Park Hospital

Watford Rd Harrow HA1 3UJ
020 8864 3232
A&E: 020 8869 3087
Open: 24 hours every day.

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Hillingdon Hospital

Pield Heath Road Uxbridge UB8 3NN
01895 238 282

Urgent Care Centre (UCC)

Located in Hillingdon Hospital's A&E Department
01895 279 939
Open: 24 hours every day.

Extended Hours Hubs

Appointments are now available when you need to see a GP (or nurse for certain conditions) outside your Surgery's normal opening hours. You can book through the Surgery during our usual hours or ring 111 when we are closed.

When booking:

- The patient consents to the hub GP seeing their record.
- The patient will be asked for their phone number & reason for the appointment.
- The patient will be given a cancellation number in case the appointment is no longer needed.

North @ Eastcote Health Centre

Abbotsbury Gardens, Eastcote HA5 1TG

Weekdays 18.30 – 20.00

Sat 12.00 – 16.00

Sun 12.00 – 16.00

Central @ Central Uxbridge Surgery

George Street, Uxbridge UB8 1UB

Weekdays 18.30 – 20.00

Sat 08.00 – 12.00

Sun 16.00 – 20.00

South @ The Hesa Centre

52 Station Road, Hayes UB3 4DS

Weekdays 18.30 – 20.00

Sat 16.00 – 20.00

Sun 08.00 – 12.00

Introducing our new GPs

Dr Amar Maroo

I am a GP and have just started a young family. I trained in medical school at Kings College London and then trained in Oxford and London to become a GP. My passions and hobbies include skiing, squash and music.

Dr Anika Tanna

I am really pleased to have recently joined the Abbotsbury Practice. I qualified from King's College London and thereafter completed various clinical hospital posts in London. I completed my GP training at Hillingdon. My clinical interests include Child Health, Women's Health and Preventative Medicine. In my spare time I enjoy dancing and running, and spending time with my family.

Online Access for Patients

If you haven't already done so, please do sign up for online access. This will enable you to make appointments, request repeat prescriptions and access basic parts of your record online, avoiding the need to phone the practice or queue at the reception desk!

PPG Newsletter Online

This newsletter contains several electronic links which will provide more information. They can be accessed via our website, or you can sign up to receive your own electronic copy. Email the PPG and we will add you to our list. Your details will not be shared with any other party.

We have had problems with just a few of the emails already given to us. If you have signed up, but haven't received a copy, please get in touch and we'll put matters right.

Proposed Structural NHS Changes

I am sure many of you will have noticed the changes that are currently being tried in our local NHS region, notably the restrictions on prescriptions for drugs and creams which are now readily available to be bought over the counter at your local pharmacy. This is not the only initiative designed to economise on NHS expenditure.

As most of us are aware NHS debt is rising, so hospitals are borrowing to cover their deficit. This debt has to be repaid with interest. Result: deeper debt in the future. This spiralling has to be tackled soon. We each contribute about £1 week per capita in tax to the NHS budget. This is insufficient to stem the NHS current debt and is far below the amount other EU countries and the USA pay for their Health System. UK Health costs are rising fast and with it the cost of delivery. Either we need to pay more tax or we must limit what the NHS provides.

Currently many attempts to increase GP surgery and A&E hours are being trialled. We have an extended surgery at our own Eastcote Health Centre which is open to patients in other parts of Hillingdon. This is in response to our modern 24/7 working practices; many working patients are unable to take time off for appointments during the day. Consultants are now exploring ways to reduce the queues at Outpatients Departments by introducing alternative clinical checks on patients not at high risk, via computer contact or clinical visits local to the patient. This would benefit patients who have to travel a long way to their nearest hospital, particularly the disabled who rely on patient transport. Another cost.

However, all this has to be staffed. GPs, Nurses, Consultants, Radiologists, to name but a few, already have to work a 12 hour day. I have been to A&E departments where nurses and doctors have been on their knees! On the last occasion I was the last patient. I was seen within the hour. It was a Sunday. No wonder the excessive workload and confined conditions are driving away many dedicated clinicians and deterring new qualified applicants.

Many GPs are retiring. However, newly qualified doctors no longer want to become GPs because of the heavy workload. Many isolated areas do not attract the young. I have an elderly friend on the Welsh Border whose practice is left with only one GP! The nearest practice, 20 miles away, has had to close completely through lack of GP applicants. My friend is elderly, lives alone, and is unable to walk more than a few paces.

We are very lucky to have a full complement of doctors and nurses at our practice. This is a comment I hear every time I talk to patients in the surgery waiting room.

The NHS and NHS England are aware of the many problems and the numerous constrictions. There is currently a movement to confine the power of the Treasury to prevent the NHS being a political football at every election.

CCGs have been established as regional funding centres governing funding for prescriptions, dentists, pharmacists, GPs, hospitals and social care, mental care, physiotherapists, etc. These Clinical Consultant Groups are mainly local GPs. from the area.

Regional Directors have now (July 2017) been appointed to liaise between NHS England, the NHS and the Treasury. A single regional director in each area has been made accountable to NHS England and NHS Improvement. He/she will hold to account both CCGs and Trusts in respect of urgent and emergency care. It is hoped that RDs will provide stability, accountability and access to funds. It is also hoped that these measures will stem the rising NHS debt and release funds for further improvements like renovating neglected hospital buildings and modernising patient/clinician communication.

For those of you who are nosy, like me, but who lack the time and the patience to attempt to master the changing structure of the NHS, I recommend [The Kings Fund 5min cartoon videos](#) which explain in pictures what words fail to convey. They are quite entertaining, fast moving and ever so busy!!!!!!!!!!!! Only 5 mins max.