

**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, Podiatry  
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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**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 32 - Winter 2019**

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## Christmas & New Year Closing Dates

We will closed on Wednesday 25<sup>th</sup> December  
& Thursday 26<sup>th</sup> December.

We will also be closed on Wednesday 1<sup>st</sup> January 2020.

## Repeat Prescriptions

**PLEASE REQUEST YOUR PRESCRIPTIONS IN GOOD TIME.  
PLEASE ALLOW EXTRA TIME AS IT WILL TAKE LONGER THAN  
THE USUAL 2 WORKING DAYS TO PROCESS PRESCRIPTIONS  
DUE TO HOLIDAY CLOSING TIMES**

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**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](http://www.theabbotsburypractice.nhs.uk)

## The Abbotsbury Patient Participation Group (PPG):

## USEFUL CONTACT DETAILS

### Officers:

**Tom Barclay: Vice Chair**  
**Elaine O'Sullivan: Secretary**  
**Verena Clark: Treasurer**

### Members:

**Naini Chandarana, Charlie Churchill, Angela Dixon,  
Trevor Dixon, Lynn Hill, David Payne, Mary Thomas**

[theabbotsburyppg@hotmail.co.uk](mailto:theabbotsburyppg@hotmail.co.uk)

We are all Abbotsbury patients and our purpose is to act as a focus for patients' views, concerns and suggestions about the running of the Abbotsbury Practice. We liaise closely with the staff in Reception and Abidah, our Practice Manager.

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

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## Practice Texting Service

The Practice is using two different texting services. There is a service to send general reminders or invite patients for recall appointments etc.

There is also an individual service whereby staff and clinicians can send individual information or a message to a patient to ask them to collect a blood test form or signpost them to further information about their condition.

The message has the sender's name at the end and is signed off **Abbotsbury Practice** so that you know it is from us and is genuine. However, please be aware the patient cannot reply to the text.

### 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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### Wattord General Hospital

Vicarage Road Wattord 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.

## Stay Safe

Police initiatives such as “Operation Honey Badger” are currently in place to tackle knife and violent crime in our Borough. This includes extra measures such as monthly days of action including executing search warrants, increasing the use of intelligence led stop and search, identifying outstanding suspects and weapon sweeps. In addition, “Knife Arches” have been used at both mainline and underground stations, shopping centres and schools.

The police offer some basic guidance for staying safe:

1. Be prepared. Carry a charged mobile phone and some cash but keep it out of site. Do not answer calls or stand texting in the street.
2. Walk against the flow. It's harder for thieves to ride up behind you and assault you. Try not to walk alone at night and be vigilant.

Lynn Nash, Chairman, Healthwatch Hillingdon

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## MMR Vaccines for Over 40s

You may have heard in the news that the over 40s are being offered the MMR vaccine - measles, mumps, rubella - as they may have not completed the vaccine programme as a child.

We will be offering this to patients as and when they present at the practice, but you can make an appointment with the nurse at your convenience.

## Hillingdon Confederation

The Confederation, Hillingdon is made up of 43 GP practices in Hillingdon and was created to enhance the delivery of health services to the local population. Whilst the registered headquarters for the Confederation is Acorn Medical Centre, Confederation services will be delivered from the existing GP practices within Hillingdon.

The organisation aims to improve care for patients through further collaboration across general practice and will support practices to work together to deliver high quality services, release clinical time and develop the primary care workforce.

The Confederation is a member of Hillingdon Health Care Partners (HHCP) which is an alliance working to develop an Accountable Care Partnership (ACP) providing new models of care for patients aged 65 years and over; delivering greater integration for patients and a more sustainable system for delivering healthcare services.

Our Values:

We believe that our Confederation has the skills, ability and consistency not traditionally available in General Practice to deliver vastly improved services to our community. We believe new challenges are best tackled and managed together, thus strengthening the capacity to develop new services out of hospital.

We aim to:

- Show our patients courtesy and respect at all times irrespective of ethnic origin, religious belief, personal attributes or the nature of the health problem
- Involve our patients in decisions regarding their treatment
- Deliver consistently high-quality, innovative and safe services to patients through delivering new models of care
- To provide the best possible quality service for our patients within a confidential and safe environment through effective collaboration and teamwork, meeting the needs of our patients
- Provide safe, effective primary care health services in a responsive way
- Be a sustainable organisation, underpinned by good governance and stability
- Establish workable partnerships with the intention of delivering best possible outcomes for general practice with CCGs, NHSE, Hospital trusts and local authorities.

- Be the provider of choice when tendering for services offered by the CCG, the Local Authority and other commissioners.
- Bring together the capacity to develop innovative patient-centred pathways and new out of hospital services
- Share and develop training and education capacity ensuring that staff delivering care have the right skills and training to carry out their duties competently, and they have opportunities to discuss and learn from problems or issues that arise at any time.
- Ensure robust governance measures are in place and ensure compliance with relevant legislation and policies and procedures.

From Hillingdon Confederation Website

<http://www.hillingdonprimarycare.co.uk>

## Knife Crime: Protecting our Citizens in Hillingdon

Many people were shocked and distressed by the fatal stabbing in an Eastcote bar back in October 2015 and by the length of time it took to bring the perpetrator to justice; some four years.

Serious knife crime is defined as an offence of homicide, attempted murder, assault with the intent to cause harm, threats to kill, sexual offences, and robbery; and where a knife or sharp instrument has been used as a threat.

The possession of knives and or blades in London between July 2017 - July 2019 has decreased by 0.94% but in the Borough of Hillingdon it has increased by 3.78% over the same period. Data from 21 police forces in England and Wales showed that 363 sharp instruments were found on school property in 2017-18.

Key findings of a recent Knife Crime Analysis undertaken by police shows that in Hillingdon there were slightly more robberies (50%- 142) than violence (49%-137). Of these, one third was down to domestic abuse, the rest were violent incidents or robberies with mobile phones and money being the main targets. 22% were classed as serious.

OFSTED have said that “**Knife crime has a huge impact on children and the communities in which they live. It is a societal problem and no single agency, including schools can solve knife crime on its own**” There is a requirement to respond specifically to this as one of the key priorities of the Safer Hillingdon Partnership Plan 2019/20, To Reduce Violence. The Council had focused on the need to address this priority by adopting both a single agency approach and working collaboratively with partners and the community to achieve best practice. This includes a programme currently being undertaken in the following areas:

- £1.65m investment in upgrading CCTV infrastructure in 2018/19 and £1m proposed in the Council budget for the next three years;**
- A Knife Crime Action Plan bespoke to the Hillingdon Borough which details activities such as Community Weapon Sweeps and test purchases on retailers by Trading Standards, to eliminate the underage sale of knives; and a Knife Crime Conference at the Global Academy;**
- 'CLASH' - a theatre production focused on knife crime, which has been delivered to 2,600 pupils in the Borough;**
- Mobile Youth Bus which targets hotspot areas;**
- AXIS Project targeting young people at risk;**
- Engaging 'Eyes, Ears and Excellence' programme - community safety messages including knife crime and drugs delivered to both primary and secondary school pupils;**
- 'Your Life, You Choose' - a one day workshop delivered by professionals such as the Police, Magistrates, Youth Offending Service and Victim Support which raises awareness of offending and exploitation;**
- Education of children and young people about the implications for their life ahead of criminalisation and;**
- All referrals to the Youth Offending Service participate in a weapons awareness session irrespective of the offence for which they have come to notice.**