

# The Abbotsbury Practice

Patient Participation Group (PPG)

NEWSLETTER 25 - Spring 2018



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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

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

## **The Abbotsbury Patient Participation Group (PPG):**

### **Officers:**

**Elaine O'Sullivan: Chair**

**Tom Barclay: Vice Chair**

**Verena Clark: Treasurer**

### **Members:**

**Myra Arnold, Nalini Chandarana, Angela & Trevor Dixon,**

**Lynn Hill, Barbara Merrick, Marion Myers,**

**David Payne, Gill Richiardi**

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

The PPG, which meets every two months, was formed in 2011 to act as a focus for patients' views, concerns and suggestions about the running of the Abbotsbury Practice.

We are all Abbotsbury patients and our purpose is to liaise between patients and medical staff. We work closely with the staff in reception and Abidah, our Practice Manager.

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## **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.

## Repeat Prescriptions

We would like to remind patients that repeat prescriptions can no longer be requested on your behalf by a pharmacy. These must be sent to surgeries **by patients themselves in writing or online via Patient Access**. This is a Hillingdon CCG initiative which has been found to reduce inadvertent wastage of medicines.

However, the surgery will continue to send regular repeat prescriptions electronically for all patients who have nominated a pharmacy for this purpose. If you have internet access please ask reception to sign you up for **Patient Access**. In addition to requesting repeat prescriptions, this also allows you to make GP appointments online and view your immunisation records.

### **“Acute” Prescriptions**

These are occasional prescriptions, used for temporary conditions. They can only be re-ordered by a written paper request handed in at the Surgery. Paper request forms for “acute” prescriptions are available at Reception or you can post one in by hand or mail. They will **not** be printed on the right hand side of your repeat prescription and **will not be sent electronically to your nominated pharmacy (if you have one)**.

**Please ask your nominated pharmacy to collect it from the Surgery if you are unable to collect it yourself.**

# **You Asked.....They Said**

## **A Follow-Up to our Interview with Healthwatch Hillingdon**

### **Who runs Healthwatch ?**

Healthwatch Hillingdon is completely separate from the NHS and the Local Authority. We represent the views of everyone who uses health and social care services in the London Borough of Hillingdon. Our job is to make sure your views are gathered, analysed and acted upon, making services better both now and in the future. We are a group of staff and volunteers and we hold our Board meetings in public. All of our communications are published on our website:

[www.healthwatchhillingdon.org.uk](http://www.healthwatchhillingdon.org.uk)

### **And how are we funded?**

We are funded by the Local Authority and last year we received £175,000. The Council are awarded £250,000 for Healthwatch, but the money is not protected, or “ring-fenced” for Hillingdon Healthwatch. We understand that there is not enough money to go round and that services are stretched so we are very resourceful with our allocation.

### **How does Healthwatch tackle NHS problems that arise?**

Everything we say and do is informed by what you tell us. We want to ensure that local decision makers put the real experiences of people at the heart of their work, giving adults, young people and communities a greater say in – and the power to

challenge - how health and social care services are run in Hillingdon. This vision is founded on the strong belief that services work best when they are designed around the needs and experiences of the people who use them.

Over the course of 2016/17, the key things that you told us informed our work plan for the year.

In the main, your concerns were:

**Discharge** from Hillingdon Hospital and making sure the information gathered was used to streamline improvements,

**Maternity:** With 600 additional births expected in Hillingdon, we investigated the potential affect that the closure of Ealing's maternity unit would have on care that Hillingdon women would receive and Fertility Services. Our report on the inequity of fertility services acted as a national catalyst to secure improvements.

### **Hillingdon A&E Department and more....**

We have also contributed to improvements in Hillingdon Accident and Emergency Department, Chiropody, the Lymphoedema Service, Adult Autism Diagnosis, Syringe Disposal and GP Access.

### **The Pavilion Centre Uxbridge:**

Local issues are also raised by members of the public through our shop in the Pavilion Centre, Uxbridge and by telephone calls and emails.

If you would like further information, please do not hesitate to contact us at:

**Healthwatch Hillingdon, 20 Chequers Square, Uxbridge UB8 1LN**

The second part of this article will appear in the Summer Newsletter.

## **Cervical Cytology**

The smear test, as it is commonly known, is offered every 5 years to women between the ages of 25 and 64 in England. The test helps pinpoint abnormalities in the cervix so that treatment can be offered before they develop into something more serious.

Reminder invitations are sent to eligible women by NHS England but a review of our records has shown that some people have not taken the opportunity to have this important diagnostic test.

If you have not had a smear test in the last five years please contact our reception desk to make an appointment with one of our nurses.

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## **Have you noticed?**

Our Receptionists now have names! That is - as several of you have requested - they now have rather smart new name-plates so that we know who we are talking to. Isn't that a friendly idea?

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## **And to end with....**

An appeal: we try to make this Newsletter both informative and entertaining. We rely on patients either suggesting topics, or sending us articles. So if anyone is able to suggest or contribute, we would love to hear from you. Send us an email, or leave a note with Reception. We would particularly like to hear about any personal experiences you feel willing to share. You don't need to write a book: even a short paragraph is fine.

## 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

Field 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.

**IN AN EMERGENCY ALWAYS CALL 999**

**NHS Direct: DIAL 111**

**Available 24 hours every day.**

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Website: [www.abbotsburypractice.nhs.uk](http://www.abbotsburypractice.nhs.uk)

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

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:**

By appointment only. Book at the Surgery.