

IN AN EMERGENCY ALWAYS CALL 999

NHS Direct: DIAL 111

Available 24 hours every day.

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

[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

[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.

The Abbotsbury Practice

Patient Participation Group (PPG)

NEWSLETTER 22 – Summer 2017

Your Contact Details

The practice is trying to update as many records as possible with people's mobile telephone numbers.

They have quite a few-out-of date/redundant numbers.

Do they have an up-to-date mobile number for you?
If not, please let the practice know. Thank you.

Eastcote Health Centre, Abbotsbury Gardens

Eastcote HA5 1TG

Telephone: 020 8866 0121 or 020 8866 8382

Fax: 020 8426 1028

www.abbotsburypractice.nhs.uk

Abbotsbury Practice Staff News

Here at the practice we really value the fact that we have fantastic staff members that stay with us for years. Unfortunately all good things must come to an end so it is with deep regret that we are saying goodbye to 3 colleagues due to retirement:

The first to go is Pauline, one of our excellent nurses. She has been with us since 2002.

She has worked very hard with the care of all our patients specialising with our diabetic patients. She is a glowing testament to all the health advice she provides, being well-known in the practice for her healthy diet and exercise, encompassing marathon running and skiing!

Two of our lovely receptionists are also leaving us – Heather and Diana. Heather has been with us since the last century (!) having started work here in 1999 and Diana has been with us since 2002. Both ladies have contributed to the practice in innumerable ways on the “shop front” and behind the scenes. They have been invaluable in their flexibility and willingness to help out over the years, offering useful ideas to help the practice run smoothly.

Along with their colleagues on the reception desk, they have done a brilliant job in an increasingly busy and stressful environment.

Dr Siddiqui will be temporarily absent as she starts maternity leave at the beginning of May. She will be welcoming a sibling for her 3 year old daughter later that month. We wish her all the best for a smooth and swift delivery.

We would like to thank all our staff for their continuous hard work and especially the leavers – we wish them all the best in the future and hope they stay in touch!

USEFUL CONTACT DETAILS

[The Abbotsbury Practice](#)

Eastcote Health Centre
Abbotsbury Gardens Pinner HA5 1TG
Tel: 020 8866 0121 or 020 8866 8382
Fax: 020 8426 1028
Website: www.abbotsburypractice.nhs.uk
Surgery open: Monday to Friday from 8.30am until 6.30pm.

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[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
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.

The Abbotsbury Patient Participation Group (PPG):

Officers:

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

Members:

Myra Arnold, Nalini Chandarana, Angela & Trevor Dixon,
Barbara Merrick, Marion Myers, David Payne,
Gill Richiardi, Mike & Lucy Simmonds

theabbotsburyppg@hotmail.co.uk

The PPG was formed in 2011 to act as a focus for patients' views, concerns and suggestions about the running of the Abbotsbury Practice. Devonshire Lodge, in common with many other local practices, formed their own PPG at the same time. We usually arrange our meetings separately, but there are occasions when we combine, as we did last year when we invited our MP, Nick Hurd, to discuss our common concerns about the premises.

The Abbotsbury PPG currently has fourteen members and meets every two months. We are all 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.

Our **2017 AGM** will be held on **Tuesday 6th June at 6.30 pm**. It is only a short meeting and is open to all Abbotsbury patients who would like to attend. We would appreciate prior notice, as accommodation is rather limited.

New Staff

While we are sorry to see our colleagues leave, the practice is delighted to welcome some new additions to the team:

Nurse Jennifer Crowley is joining us to take over Pauline's role.

We have two new receptionists, Lesley and Lisa, joining the team and Dr Davinia Natt will be filling Dr Siddiqui's shoes for the year.

We hope you will make the staff welcome and join us in wishing them a long and happy working life at the practice!

GP Registrars and Training

As you may know, we are a training practice for new GPs. These are fully qualified doctors who have been working in hospitals. When they decide to specialise in general practice, they are assigned to a training practice to complete a year of GP training.

To become a training practice, Drs Joseph and Bhattessa have themselves undergone training to teach. They are regularly assessed in order to continue being trainers.

GP trainees are usually with the practice for a year and our current trainee Dr Banu has just passed her GP exam. She will be leaving us in early August to make way for a new GP trainee to join us. Many congratulations to her and we wish her all the best for the future.

A burden on the NHS?



The press is full of reports about the growing “burden” of the elderly on the NHS. And Eastcote has a greater proportion of elderly people than many areas. But, for those of us who are still reasonably fit and active, that’s not how we see it! Here is one story, sent to us by a patient, which gives the other side. Let’s hear from more of you who are still “young” and active!

Peter’s Story

This is the story behind how I met my wife Celia, which is like a fairy tale.

The year was 2004, when I lost my first wife, Jacqueline. I went to Kenton Spiritualist Church for solace and a message from my late wife. I did not know that Celia is a medium and is a fine singer. Nor did she know that I played saxophone. I pursued her for her home phone number for several months. She finally gave in and gave me her number. On our first date, I took her to Ortenzi and on our leaving the restaurant I took her hand. And she told me that she loved me. My age was 69 and Celia’s 68. Celia had never married and this was the first time.

I had had several T.I.As (mini-strokes) before meeting Celia and in 2007 I had a caritoid artery operation, in which a stent was inserted. It was over 19 hours for me to recover. After this operation, we were married in Cyprus.

It was in 2015 when I found that I had heart problems. Harefield Hospital said that nothing could be done as the three arteries were very close to each other and I would die if the doctors attempted surgery.

But the amazing thing is that playing the saxophone has helped the breathing and blood circulation, and the other is that Celia sings in our band as well as in a duo formation with myself. Celia, in addition, is an accomplished musician in playing bongos, percussion and harmonica. She is also a painter and potter.

A lesson we have learnt was that Celia’s sister had cancer and every day for eight years she would cry over the phone. Celia is steadfast in saying that we would not live like this, so we live every day as a bonus.

We fully appreciate the wonderful efforts of our doctors in maintaining our health. I will be 80 years old in July this year and Celia is 79 years old in May. Celia looks after my every need, as I am a disabled person.

I hope you will find this narrative of interest.

Peter Banarse

Some queries answered

I would like to clarify some of the queries from patients about the number of recorded messages on the practice telephone line. Firstly, our telephone line only serves Abbotsbury patients; the community team is a separate organisation and deals with any external patients. The telephone message only plays when reception can’t answer immediately. We do not deliberately wait to answer calls until the message plays out; it is there simply to provide information while the patient is waiting for the next available receptionist. Neither the practice nor the telecoms company profit financially from the message being played and you will be charged according to your provider. Thank you.

Mrs Abidah Haq, Practice Manager