

**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 26 - Summer 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

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):

### Officers:

**Elaine O'Sullivan: Chair**

**Tom Barclay: Vice Chair**

**Verena Clark: Treasurer**

### Members:

**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.

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.

## 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.

## Hillingdon Podiatry Service

This provides assessment, treatment and advice for skin, nail or other foot problems and for patients with diabetes.

Foot care services are provided by a team of state-registered podiatrists and trained podiatry assistants in hospitals, clinics and in the patient's home. The main aims of the service are to maintain tissue viability, improve foot care and control pain.

### Who is the service for?

Patients fall into four main groups and are given short- or long-term treatment in line with individual needs.

These include:

Patients who need an intensive course of treatment, eg nail surgery.

Patients who need a short course of treatment, eg for musculo-skeletal conditions requiring orthotics.

High-risk patients who need ongoing treatment, eg diabetics.

High-risk patients who need routine treatment, eg patients with rheumatoid conditions.

### How can someone be referred?

The service accepts written referrals from GPs and other healthcare professionals. Individuals may also refer themselves, using the [Hillingdon Podiatry Service referral form](#)

If you do not qualify for this free service, there are private services available. Your Pharmacist should be able to provide details.

## The NHS at 70

Do you recall when the NHS was set up? I remember, not just the start of the NHS, but before that.

As a child, I had - in common with every child then - recurrent health problems which would be minor or even non-existent today, but in the mid-40s were major and potentially life-threatening. But you had to pay to visit a doctor and it cost even more if he - it always was a "he" - had to visit you. One of my earliest memories was lying very ill on a truckle bed in the dining room; my mother, opening her purse and with tears in her eyes, asking, "How much do I owe you, Doctor?" He was as embarrassed as she was.

But in July 1948 the NHS was established, initially the conclusion of the 1942 Beveridge Report, but finally realised by Aneurin Bevan. The premise, then as now, was that medical care was paid by everyone through taxation, but was free at the point of contact.

I remember being taken to our Doctor on the first day to sign on. We stood in a queue in his forecourt - I'm standing there as I write this - and we were all signed on and given an NHS card. There were always queues to see the doctor then, as for the first time in our lives we could have free medical care, from cradle to grave.

The NHS also researched new treatments: as a child, I was asthmatic and took part in a trial to find the causes of our allergies. It was found that, like most asthmatics, I was allergic to house dust and animal fur; others had food allergies. This research led to the present-day inhalers that all asthmatics now depend on.

The NHS continues to look after me and improve my quality of life. I have just had my cataracts removed; apparently it is the most common operation performed. I now have colour back in my life! Although I hadn't realised it, everything had been sepia before. I can see and read sharply and clearly, something which had been increasingly difficult. Thank you, NHS.

Trevor Dixon

## Healthwatch Hillingdon (Part 2)

In the last Newsletter we included an article about the work of Healthwatch Hillingdon. This article follows on from that and provides more information.

### Inspections at Hillingdon and Mount Vernon

Part of our role is to carry out inspections at Hillingdon and Mount Vernon Hospitals and we look at all manner of things from signage to cleanliness.

### Local Care Home

We have also raised concerns about the standard of care in a local care home. This resulted in an improvement plan being put in place to address issues and return care to a high standard which we continue to monitor with Social Services.

### How exactly do you work with the community and is it successful?

Last year, we had direct contact with 2,579 members of the public, a 25% increase on the previous year. We spoke at 59 community engagement events and 413 members of the public were engaged through our discharge and maternity projects.

We have attended 17 drop-in sessions and held surgeries at 15 of Hillingdon's 17 libraries.

We have attended and spoken at coffee mornings such as the Salvation Army, Hillingdon Carers, Age UK, Uxbridge Freshers' Fair, Parkinson's UK and the Alzheimer's Society.

We also reach out to Hillingdon's faith groups including mosques, temples and churches and to youth organisations to capture the views and experiences of those seldom heard.

### Social Media

We use social media as an excellent way to raise our profile and we regularly post on Facebook, Instagram and Twitter to ensure the public are aware of news stories and events relating to health and social care.

### Residents

We also like to reach out to residents through local media, especially if we want to get a wide range of views on any particular topic.

### Advice

We do provide a comprehensive information and advice service through our shop, at stalls and events across the borough and by taking telephone calls and emails.

### Can I help?

Yes! We are always looking for volunteers. Last year, a total of 25 volunteers supported our work, contributing a staggering 2,166 hours of their valuable time. Many of those receive training which helps to develop their skills and can be a stepping stone to paid employment. We also require Trustees and members of our Board to help us run the organisation effectively.

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

### Healthwatch Hillingdon

20 Chequers Square, Uxbridge, UB8 1LN

Or call us on **01895 27299**