

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 24 – Winter 2017

Holiday Opening Times

Monday 25th & Tuesday 26th December – CLOSED
Wednesday 27th December onwards – Usual opening hours for the week.

Monday 1st January 2018 – CLOSED
Tuesday 2nd January 2018 – Usual opening hours resume.

Please make sure you request your repeat prescription by **Tuesday 19th December** to ensure you have enough medication to last during the four-day break.

Eastcote Health Centre, Abbotsbury Gardens

Eastcote HA5 1TG

Telephone: 020 8866 0121 or 020 8866 8382

Fax: 020 8426 1028

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

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.

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.

USEFUL CONTACT DETAILS

The Abbotsbury Practice

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.

Other services at Eastcote Health Centre: 01895 488 810
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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
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.

*A Happy Christmas
to all our readers*



Introducing: our new Practice Nurse

Hello! My name is Jenny Crowley. I started as the new Practice Nurse at Abbotsbury in April this year. I have already had the pleasure of getting to know quite a few of the practice population and have been made to feel very welcome, so thank you all.

As a Practice Nurse I enjoy the varied nature of my role. My particular interest is in Diabetes Care. I am currently undertaking a post graduate course in Diabetes Management to enhance my skills further in this area.

I qualified as a Nurse in 2000 from Kings College University and worked in a variety of hospital-based settings until moving into the community and gaining a few years of District Nursing experience. I went on to gain my degree in General Practice Nursing in 2006 and have enjoyed working in the GP setting ever since. I look forward to meeting you all in due course.

and our new Registrar

Hello! My name is Hannah de Silva and I am the new GP registrar at the surgery. I have been here since August so may have met some of you already!

I graduated as a doctor from The University Of Nottingham in 2011 and have worked in a variety of specialities in hospitals and general practice since this time as part of my General Practice training. I am now in my final year of training which will be done at here at Abbotsbury Practice.

I have recently returned from a year working in a medical clinic in Uganda, which was a very challenging but an interesting and enjoyable year. I'm now enjoying being back within the NHS and I am very pleased to be part of the Abbotsbury team.

Roll out of new extended hours GP service across Hillingdon

What is this service?

This is a brand new service providing an even wider range of extended hour appointments than before (evenings and weekends). You can see a doctor/nurse for appointments similar to those at the surgery. The good news is the doctor/nurse can now see you with your full computer records. This is a pilot service that is planned to operate at full capacity from October until March 2018.

Where does this take place?




From Monday 25th September Hillingdon patients have been able to book appointments with nurses and GPs which extend the current opening hours of their local surgery. These appointments take place in three Hub sites across Hillingdon, of which Eastcote Health Centre is the **Northern Hub**. The **Central Hub** is Uxbridge Health Centre. The **Southern Hub** is in Hayes. All patients from registered Confederation Practices across Hillingdon are eligible to book an appointment at these Hillingdon Hubs.

What is the Hillingdon Confederation?

The Hillingdon Confederation was referred to in an article in the Summer issue of the Newsletter. It is an organisation run by 44 GP practices across Hillingdon which was set up to help improve the health of the local community. It allows GPs to provide services that GP practices on their own cannot – such as a full range of extended hours.

At what times are these appointments available?

Currently we only have details of the **Eastcote Hub**. The additional appointments will be available at the following times:

-  **Monday – Friday: 6:30pm – 8:00pm**
-  **Saturday: 12:00pm – 4:00pm**
-  **Sunday: 12:00pm – 4:00pm**

For the Attention of all Patients

In an attempt to shorten the time taken on telephone bookings on the part of patients and receptionists in Abbotsbury Practice we would like to draw your attention to the additional services available at this surgery.

The following services are open to both Abbotsbury and other Hillingdon Practice patients and can be accessed via their doctor.

| | |
|----------------|----------------------|
| Podiatry | School Nurses |
| Physiotherapy | District Nurses |
| Speech Therapy | Adult Rehabilitation |
| Phlebotomy | |

Because these services are run from Hayes there is an **entirely separate reception desk** to your left as you enter the waiting room.

The telephone number is **01895 488 810**.

Further information can be obtained from that desk on that number. Opening times are 8am to 5pm weekdays.

In future issues of the PPG Newsletter you will find this information listed with the current list of useful contact numbers at the end of the Newsletter.

Stop Press

Healthwatch Hillingdon have published an on-line survey to assess patient reaction to the extended hours scheme detailed earlier in this Newsletter. If you are reading this on-line, [click here](#) to take the survey. If you are reading a paper copy of this Newsletter, log on to the [Healthwatch Hillingdon](#) website and follow the links.

care through the council, but more can be done. We sit on the North West London Quality Surveillance Board where we are able to represent the views of our patients. The purpose of this group is to bring together different parts of the health and social care system and to share intelligence about risks and good practice.

4. What are you worried about locally?

I think we are fortunate to have The Hillingdon Hospital in the borough which provides very good care. We have been working with the hospital and patients on their maternity services and we have produced a report which is called “Expecting the Perfect Start”. The report has 8 evidence-based recommendations which are designed to help overcome some of the issues we had been made aware of. Like most healthcare economies in the country, we are worried about people not being able to get packages of care and timely discharge from hospital. We are in frequent discussion on this topic.

5. What are your biggest challenges?

Making changes happen from recommendations. We are passionate about representing patients appropriately and having members who can represent our patients well. Our members are voluntary and need to have an understanding about how things work.

6. How can our patients access your services?

Email to graham.hawkes@healthwatchhillingdon.org.uk

Healthwatch Hillingdon, 20 Chequers Square, Uxbridge UB8 1LN

Or talk to us on: 01895 272997

Lynn Nash Abbotsbury PPG October 2017

How do I book?

Call your surgery (**Mon – Fri only**) or ask your receptionist. It is open **BY APPOINTMENT ONLY** weekdays 6.30pm-8.00pm and weekends as per hub opening times. **You cannot book online.**

How do I cancel?

Please call your surgery during its normal opening hours to cancel your appointment or telephone the hub phone number on: **0208 226 6546** selecting the option required for the hub you are booked into.

What happens if I am late?

Unfortunately, if you are more than 5 mins late you may not be seen. This is due to the time pressures of the late clinics. Please allow plenty of time for parking, finding the location etc.

What happens if I walk in without an appointment?

You will be referred back to the practice or normal out of hours services (111, UCC, A&E) as appropriate.

Who can see my medical records?

Only the hub staff at the hub you are booked into.

Why must they have full access to my medical records?

It is the safest way for the clinician to treat you. They will only refer to parts of your record that are appropriate to your care. As clinical professionals they will maintain and respect confidentiality.

How will my own surgery know I have attended?

They will be sent a notification and your medical record will be updated directly.

Can they do private letters, sick notes, medicals? – No

Can I get telephone advice? – No

Can I request a home visit? – No

Prescribing changes in NW London

As forecast in the Autumn 2017 Newsletter substantial changes are now taking place to reduce prescription costs to the NHS. Some items that can be purchased readily over the counter will no longer be given on prescription. Many of the items on the list are not expensive and will be familiar to patients as cold remedies and pain relief, bought and used when needed.

Some patients who have repeat prescriptions may notice a change in their current list because a particular medicine has been removed from the list. Repeat prescriptions are regularly monitored to avoid over-prescribing. It would be helpful if patients could inform their doctor when an item is not needed. **ONLY ORDER ITEMS THAT YOU HAVE RUN OUT OF, EVEN IF IT IS ONLY ONE.** Many of us end up with a cupboard full of out of date unused medication which cannot be recycled!

Those patients who do not have access to computers may have a friend or relative who can do it for them. Further information can be found on the NHS website below:

www.healthiernorthwestlondon.nhs.uk

Interview with Graham Hawkes, Chief Executive Officer of Healthwatch Hillingdon

[Healthwatch Hillingdon](#) is a local Healthwatch Organisation which was established in April 2013 under the Health and Social Care Act of 2012. Their role primarily is to act as a local and independent voice for people using health and social care services. I went along to meet Graham to find out why Healthwatch is so important and about the work they do. Located in the Pavillion Centre in the middle of Uxbridge, the Healthwatch shop is welcoming and easily accessible to the public. These are the questions I put to Graham and his responses.

1. What is Healthwatch and why was it set up?

Healthwatch is a national independent champion for patients and carers alike. We are here to make sure that those running the services and the government put people at the heart of care. Healthwatch has a vision to be the influential and effective voice of the public. In Hillingdon, we are a team of committed people who are a “critical friend” to the local decision makers within health and social care. We have three main roles:

1. We are the public voice. We listen to what people are telling us and can spot themes and trends when things aren't going well. We give our residents a genuine platform to have their views and experiences of care heard.
2. We hold people to account by attending meetings in hospitals, social care, clinics and surgeries. We sit shoulder to shoulder with managers and executives.
3. We provide signposting and information for the public who may not always know what options they may have.

2. What powers do you have? Why would people come to Healthwatch?

We have statutory powers to enter and view. This means our powers are prescribed and enforceable under law; however, our relationships with service providers are strong so we don't normally have to use them. If patients have a problem we are able to link them up with people who can help and where we see problems repeated we take them up directly with the service. We make sure we feed back to patients too.

3. Do you share good practice?

Yes. We are strong at working together with The Hillingdon Hospital and we are increasingly becoming involved with social