

## AUTUMN NEWSLETTER

### FROM THE SURGERY

#### Greetings from the Surgery

Although the weather has been a real mixture this year we hope you have had a very enjoyable summer.

However, that time of year is fast approaching when there are bugs in the air so I apologise in advance for the reminder.

Best wishes

Louise Perugia, Practice Manager



The surgery will have flu jabs in stock from mid-September. You can book an appointment by speaking to reception, we will do our best to contact as many eligible patients as possible but please feel free to book in before you hear from us.

You are eligible for the flu vaccine this year (2017-18) if:

- You will be aged 65 and over on 31 March 2018 – that is, you were born on or before 31 March 1953. So, if you are currently 64 but will be 65 on 31 March 2018, you do qualify.
- You are currently pregnant
- You are Asthmatic **and** on steroid treatment
- You have COPD
- You have Chronic Heart Disease
- Chronic Kidney or Liver Disease
- You are a carer for a vulnerable person, please ensure we have this recorded on your medical record as well as theirs.
- You have chronic neurological conditions such as Parkinson's, Motor Neurone Disease, or Multiple Sclerosis (MS) Problems with your spleen or if you have had your spleen removed or if you have a weakened immune system due to conditions such as HIV or AIDs or are on chemotherapy. We would recommend you discuss this with your consultant before booking an appointment.
- You are seriously overweight **and** have a BMI of over 40.

## Flu jab for children

In the autumn/winter of 2017-18, the vaccine will be available free on the NHS for eligible children, including:

- Children aged two and three on August 31 2017 – that is, children born between September 1 2013 and August 31 2015. This will usually be given at their general practice, usually by the practice nurse.
- Children in reception class and school years one, two, three and four, they will be offered this at school.
- Children who are 4 years old are also eligible for flu vaccination provided they were 3 on 31 August 2017. These children should be offered the vaccination at their general practice.

Over the next few years the programme will gradually be extended to include older children.

If you do not fit into one of the above categories but still want the jab some pharmacies and private clinics are happy to give you the vaccination for a small charge. The surgery is not able to provide this service.



As we get older, we have a higher risk of developing conditions like high blood pressure, heart disease or type 2 diabetes. A free NHS Health Check can spot early signs and help prevent these happening to you. You are entitled to an NHS health Check once every 5 years if you are aged between 40 and 74 and haven't already been diagnosed with a long-term condition or chronic disease; this is because the surgery will already review you on an annual basis and the blood tests we request are more comprehensive and appropriate for you.

Before the check we will ask you to have a fasting blood test that will show us your blood sugar and cholesterol levels. During the check, your healthcare professional will discuss your results with you. You will be given advice to help you lower your risk of a stroke, kidney disease, heart disease, diabetes, or dementia, and maintain or improve your health.

The surgery sends invitations to anyone who is eligible but if you have not received one you can speak to reception who will be able to advise you if you are eligible. If you are having problems or symptoms that concern you should make an appointment to see a GP before booking the check. But you don't have to wait until then to make healthy changes; there are various apps and websites that can provide free lifestyle advice. Look at [www.nhs.uk/Tools](http://www.nhs.uk/Tools) for some useful apps.

## From The Patient Participation Group (PPG)

Notice board located left hand side of corridor to Doctors' consulting rooms



Perhaps you are on hand 24-hours a day, perhaps you arrange hospital appointments; or perhaps you drop round each day to keep someone company or cook their dinner.

Providing care for someone can be hard-work even if they are a loved one.

There are lots of places you can turn to for support if you feel you need it, even on a short-term basis.

As a surgery, we can put you in contact with professionals who can ensure you are receiving the things you need, we work closely with organisations like Age UK who can provide free advice and support. You can find more information about them at [www.ageuk.org.uk](http://www.ageuk.org.uk) or [www.hillingdoncarers.org.uk](http://www.hillingdoncarers.org.uk). or call 01895 811206

As a Carer, you are also entitled to an annual flu jab which you can book at the surgery.



Core is the only charity in the U.K. committed to fighting all digestive conditions. Digestive diseases are conditions that affect the gut, liver, and pancreas.

Core does this in three key ways:

- Funding vital research that develops new treatments and saves lives
- Providing expert information for people affected, their families and carers.
- Promoting awareness and discussion about digestive health.

By increasing understanding Core hopes to enable more timely diagnosis and develop more effective treatments. By raising public awareness of digestive diseases, their symptoms and impact to make sure nobody suffers through ignorance or embarrassment. Core provides evidence-based information to enable patients to take control of their condition

Contact Core via the website [www.corecharity.org.uk](http://www.corecharity.org.uk) or phone 0207 486 0341, email [info@corecharity.org.uk](mailto:info@corecharity.org.uk).

**DEVONSHIRE LODGE PPG**  
**ANNUAL REPORT**  
**PRESENTED AT THE ANNUAL GENERAL MEETING**  
**ON WEDNESDAY 09 AUGUST 2017**

**Membership**

During the past year the PPG has had 14 members who regularly attend meetings and participate in project working groups

**Summary of priorities 2016 –2017**

The following projects were adopted at the AGM on 27 April 2016:

1. Continue to work with the Practice to make the website more user-friendly and more accessible.
2. Continue to gather, analyse and review the views of patients and carers in order to inform the range, shape and quality of services provided by the Practice. This will be done through the FFT and through a survey undertaken by the PPG in June 2017.
3. Continue to review patient experience at walk-in/book-on-the-day surgeries and recommend action as appropriate.
4. Following introduction of Patient Access leaflet, to monitor:
  - the numbers of patients registering on EMIS Patient Access;
  - the number of patient mobile phone numbers held by the Practice;
  - the number of patient email addresses held by the Practice.
5. Investigate whether and how the PPG might play a role in advocacy and support for older patients who are visited by carers. (This might be done at Practice level or by PPGs at network level.)
6. Support the Practice regarding the need to improve practice accommodation as appropriate.

**Main Achievements during 2016-2017**

The PPG has made progress in most of the above areas during the year. In particular:

- The usual annual patient survey took place between Monday 5th and Saturday 10th June 2017. This appears to have been particularly successful this year (a) because we had a total of 173 responses, a considerable increase on last year, increasing the statistical reliability of the exercise, and (b) because the survey shows a significant increase in patient satisfaction this year. Satisfaction with 'Receptionists' and 'Doctors and Nurses' was nearly 100%.
- Following pressure from the PPG, two higher chairs with arms have been purchased for the waiting room for patients with mobility issues that make it difficult to use the regular chairs.
- A decision will be taken at the meeting on 9 August about using the donation money to purchase an electronic device to enable patients to automatically confirm their arrival for an appointment.

**Future projects (2017-2018)**

As usual at the AGM we will be considering proposals for our objectives during 2016-2017.

I recommend the adoption of this annual report to the AGM. I would also ask the meeting to approve the publication of the annual report on the website and in the next Surgery Newsletter.

Terry Loane  
PPG Chair August 2017

## GENTLE REMINDERS



You can book appointments, cancel appointments, and request repeat prescriptions online or via the app. To activate this service, the surgery reception will ask you to complete a short form and provide some photographic ID.

In addition, you can also request to see more of your medical records online including test results, documents, and information like your immunisation history.

If you would like access to these aspects of your medical record reception will ask you to complete a slightly longer form which must be approved by a GP.

Before requesting access to your medical records, please consider that you may be upset or angered by seeing sensitive information.

Although the Surgery takes great care in making and updating your medical record, you may find some inaccuracies that will need to be noted.

We must be aware that a patient may be at risk from another person. A child or a vulnerable adult may be coerced by someone who may use access to their patient record to control access to their healthcare. This is perhaps the most significant risk to having access to your medical record. For this reason, when you ask for online access, you may be asked questions about whether you think anyone else may seek access to the online record.

The Devonshire Lodge Practice reserves the right to decline access but this will only occur where there is a clear direct risk to the safety of the patient, members of the practice team, or the privacy of a third party.

Please speak to reception if you would like to sign up or would like more information

**IF YOU DON'T  
NEED YOUR  
APPOINTMENT  
PLEASE  
REMEMBER TO  
CANCEL IT.**

**Don't really want to  
mention Christmas  
BUT....**

Keep an eye out for posters advertising when the surgery is open over the Christmas and New Year period or look on the website.



**BEST TIME TO CALL  
THE SURGERY**

late morning  
or early afternoon

## USEFUL INFORMATION FOR YOUR NOTICE BOARD

Surgery – All Departments	020 8866 0075
Surgery - Out of Hours	111
Surgery website	<a href="http://www.devonshirelodge.co.uk">www.devonshirelodge.co.uk</a>
Surgery Email (non-clinical only)	<a href="mailto:HILLCCG.DevonshireLodgePractice@nhs.net">HILLCCG.DevonshireLodgePractice@nhs.net</a>
Hospital Transport	01895 279544
The Health Centre Desk (at the Surgery)	01895 488810
NHS Direct	111
Healthwatch Hillingdon	01895 272997 <a href="http://www.healthwatchhillingdon.org.uk">www.healthwatchhillingdon.org.uk</a>
<b>Patients Advice &amp; Liaison Service (PALS)</b> email	0300 311 22 33 <a href="mailto:pals@thh.nhs.uk">pals@thh.nhs.uk</a>
Main website	<a href="http://www.thh.nhs.uk/patients/advice">www.thh.nhs.uk/patients/advice</a>
Patients Association	<a href="http://www.patients.association.com">www.patients.association.com</a>
Hillingdon Clinical Commission Group (CCG)	01895 452 000 <a href="http://www.hillingdonccg.nhs.uk">www.hillingdonccg.nhs.uk</a>
Hillingdon Hospital	01895 238282
Mount Vernon Hospital	01923 826111
Hillingdon Hospital Trust	<a href="http://www.thh.nhs.uk">www.thh.nhs.uk</a>

### **THE DEVONSHIRE LODGE PRACTICE**

*Abbotsbury Gardens  
Eastcote Health Centre, Eastcote,  
Pinner, Middx HA5 1TG.*

*Phone: 020 8866 0075*

*Fax: 0208 429 3087*

*[www.devonshirelodge.co.uk](http://www.devonshirelodge.co.uk)*