



The Devonshire
Lodge Practice

Tel: 020 8866 0075
Out of hours 111
www.devonshirelodge.co.uk

October 2018

AUTUMN NEWSLETTER

FROM THE SURGERY

Message from the Practice

The days are getting colder and the evenings are starting to draw in, that can only mean one thing – Flu season. This year Public Health England have advised that patients over 65 receive a different vaccine to those under 65. This vaccine has been in short supply in many places so if at any point we ask you to call back please bear with us.

When you do visit us please ask whether you are entitled to a pneumonia vaccination or a shingles vaccination. You need to be within a certain age bracket to be eligible. Pneumonia is for patients over the age of 65 and you only need 1 unless otherwise recommended by a consultant. This year the shingles vaccination is for patients aged 70 or 78 on the 1st September 2018.

Keeping in touch

By the time you read this newsletter those patients who have given us their email addresses will have received an email advising that in future we will be sending this newsletter by email plus any other relevant communications to keep patients advised of any changes etc., at Devonshire Lodge.

If at any time you no longer wish to receive emails from us you can opt out by emailing HILLCCG.DevonshireLodgePractice@nhs.net and including “opt-out” in the subject line.

The Friends and Family Test

“We need your feedback”



How to get an Appointment

At the surgery we offer different ways to access a GP. You can pre book appointments with doctors up to 4 weeks in advance. We don't offer any further ahead as appointments would need to be changed to due to clinicians taking annual leave.

We have appointments that are release 24 or 48 hours in advance so that patients can see doctors within a couple of days depending on availability.

We have some appointments that release on the day so that patients can see a GP the same day they call.

We also have appointments available with our nurse practitioner; she can see a variety of minor ailments including, colds, flu, coughs, rashes urine infections, ear infections and general infections among other things. She has the ability to prescribe if needed and can see any patient over 1 year old.

We also offer telephone calls from GPs if needed. If the problem is urgent we have some for the same day, if it is less urgent or you would like to speak to a specific GP we offer a call back within 48 working hours, as long as that GP is available within that time frame.

Prescriptions

North West London CCGs have recently bought in guidance which requires patients to request their medication themselves. The purpose of this is to reduce wastage and stockpiling of medication as some pharmacies were seen to over order on behalf of patients. The Clinical Commissioning Groups across Hillingdon, Harrow, Brent, Ealing, Hounslow, Westminster, Hammersmith & Fulham and Kensington & Chelsea have all been issued with the same guidance.

In order to make this as easy as possible for our patients, there are different ways you can request your prescriptions.

- You can use Patient Access either online or via the app to order your repeat medication.
- You can email the prescriptions team at the practice on devonshirelodge.prescriptions@nhs.net
- or visit the practice to request your medication person.

At all times medication request take 24 hours to process, all prescriptions have to be checked and authorized by a GP.

From The Patient Participation Group (PPG)

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

NHS apps

The NHS Apps Library was launched in April 2017 to help patients make better choices about the digital health and care tools they use. Have a look, there are some interesting apps there. For example:



BRUSH DJ

Brush DJ is a fun and educational tool to help people improve their oral hygiene.

The app uses music from your mobile device and plays it for two minutes, the recommended brushing time. You get a buzz every 30 seconds to remind you to change sides and a round of applause when you finish.

You can visit the Brush DJ website to vote for your favourite song to brush your teeth to, and see if it makes it into the weekly Top 5.

Whilst this is a fun app and may encourage children to brush their teeth, there are lots of other helpful and informative apps. Visit www.apps.beta.nhs.uk to see for yourself.

Behind the headline

One million over-65s could be suffering dangerous side effects from mixing 'hazardous' combinations of drugs and herbal remedies, study warns," reports the Mail Online.

However, this follows a postal survey of just 149 adults aged 65 and above from southeast England. The survey wanted to see whether people were choosing to take herbal or dietary supplements while also taking prescription medication.

The UK media generally covered the story fairly well, although the headlines tended to focus on the estimate that more than a million people could be affected. This figure is uncertain as it was based on a very simple calculation scaling up from a small study.

NHS recommendation - If you are unsure whether it is safe to take a herbal remedy or supplement along with your regular medication, talk to a pharmacist or your GP. It is also a good idea to do this if you are taking a lot of different medications that have been added to your prescription over the years, or if you are unsure what any of your medications are for.

Get to know our G.P.'s

The Practice is in the process of compiling profiles on each of our G.P. to give patients some idea of their background and in some cases, specialities.

These will be on the surgery website soon so keep an eye out for them.



Patient Access App And website.

Both the web site and the app have been updated (again) and apparently are now working okay.

If any patient is still experiencing problems then please either leave a message with Reception or email on HILLCCG.DevonshireLodgePractice@nhs.net. With "Patient Access problems" in the subject line.

We are still trying to increase the number of patients who make their appointments via the web site or the app in the hope of reducing the load on the telephone line. Not to mention the frustration to patients who have to "hold" until someone is available.

Give it a go, its very easy and you can do it when you want to 24/7.

Car Park ticket machine outside the surgery

The PPG is still trying to get Hillingdon Council to install a ticket machine nearer to the surgery. We have a further meeting with a Councillor next month and have a few other irons in the fire.

Look out in the next newsletter – we may need your help.

Devonshire Lodge PPG Annual Report - 2018

Membership

During the past year the PPG has had 12 members who regularly attend meetings and participate in project working groups

Main Achievements during 2017 - 2018

- The PPG organised two patient surveys this year. As well as the usual annual survey in June a survey specifically about book-on-the-day appointments took place in November 2017. The main survey this year took place between 4 and 8 June. This coincided with National Patient Participation week, so it was decided that on this occasion members of the PPG would spend time at the Practice during the week when they would ask patients to complete the survey and would talk to patients about the PPG, with the aim of increasing both awareness of and participation in the PPG. As a result of this, six patients expressed interest in possibly joining the PPG.
- With support from the PPG, Dr Brewerton has revamped the Practice website, and this is a considerable improvement in terms of communication with patients.
- £600 of the money kindly donated to the PPG was used to contribute to the purchase of an electronic touch-screen device to enable patients to automatically confirm their arrival for an appointment. The device is now in use.
- Liaison with the Abbotsbury Practice has continued to develop. This is beneficial because issues relating to the building/premises (e.g. waiting room, car parking) affect patients of both practices equally, so a joint PPG approach makes sense.
- One example of this liaison is our lobbying of Hillingdon Council for an additional ticket machine in the car park adjacent to the surgery. This is ongoing at the time of writing.

Future projects (2018-2019)

As usual at the AGM we will be considering proposals for our objectives during 2018-2019.

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
July 2018

USEFUL INFORMATION FOR YOUR NOTICE BOARD

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

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