



pinn patients'
association

ANNUAL GENERAL MEETING

Tuesday 3 July at 7.30pm

Pinner Village Hall (use Chapel Lane car park)

Patients registered at the Pinn Medical Centre are automatically members of the Pinn Patients' Association - it's your Association so do come along and hear what's going on at the surgery!

Dr Kelshiker will speak about changes to the NHS in the coming 3 years, a topic of crucial importance to all patients in the light of the planned changes, including GPs' new role in planning and commissioning services.

The Pinn Patients' Association is a registered charity run by patient volunteers. It is involved in:

- Giving lifts (for medical appointments) to elderly, housebound patients
- Visiting and shopping for elderly, housebound patients
- Helping with patient satisfaction surveys and suggesting/commenting on new service proposals
- Holding social events to promote a shared interest in patient/Practice co-operation, with surplus proceeds donated to charity or used to purchase additional equipment for the Practice
- Writing, producing and delivering the **Pinn Piper** newsletter to patients.

As last year's meeting was so well attended, a larger venue has been booked this year. If you've not previously come along, last year's Minutes can be read on the web site at www.thepinn.co.uk/practice-info/local-ppg

**Patient participation and feedback
is essential - PLEASE come along!**

Patient participation in the development of our Practice



The Patient's Voice

The Pinn Medical Centre is very grateful for the existence of the Pinn Patients' Association and the role it plays in providing feedback about our surgery's performance and services writes *Lis Warren*. The Association also acts as a sounding board for new arrangements, but the ever-growing emphasis now placed on 'patient power' means that our surgery must be more proactive in talking with a wider group of patients to ensure that feedback and concerns are followed up with action!

The NHS is now funding The Pinn to provide Directed Enhanced Services for patients. Practices offering these nationally negotiated services can choose to provide any or all of the following:

- **Alcohol: monitoring alcohol use and providing help to potential problem drinkers**
- **Extended Hours: providing GP services outside normal opening hours**
- **Influenza/Pneumonia Vaccination: providing the seasonal vaccination programme**
- **Learning Disabilities: providing annual health checks to this group of patients who tend to have poorer health than the general population and may not take up health screening opportunities**
- **Minor Surgery: providing a range of minor surgical procedures**
- **Patient Participation: ensuring patients are more involved in decisions affecting the services they receive.**

PATIENTS WANTED!

The Pinn Medical Centre wants to build up a 'virtual email group' of patients willing to be contacted occasionally with questions about how the surgery is run and how things might be improved.

The present Pinn Patients' Association committee does not accurately reflect the diversity of the patient register.

Volunteers under 50 (including teens) and those from minority ethnic groups are particularly needed.

Please visit the web site and sign up under the 'Newsletter' heading (and rest assured that requests for feedback will not be frequent or time-consuming and your email address will not be passed to others).

So with patient participation in mind, a locally tailored General Practice Assessment Questionnaire was recently sent out (this is additional to the quarterly Ipsos MORI surveys required by the Dept of Health) and the results – too long to be set out here – are now online at www.thepinn.co.uk/practice-info/local-ppg.html, along with an Action Plan that has been developed in consultation with the surgery's staff and the Pinn Patients' Association. For those not asked to complete a questionnaire, rest assured that other comments and complaints from patients over the last 12 months also informed the Action Plan.

Meet Ann and Odette – our Nurse Practitioners



Odette Thomas and Ann Gate

Nurse Practitioners emerged into primary healthcare in the 1980s and since then, have slowly become commonplace in general practice and in walk-in centres. Between us, Odette and I have 20 years of experience in the role.

But what are Nurse Practitioners, why are you offered appointments with us rather than a GP and how are we different from the other practice nurses? Our basic training

It is just over eight months since I arrived at The Pinn to be part of the clinical team and five months since Odette came to join us, writes *Ann Gate*.

was the same as all nurses however we undertook further education to obtain a degree in primary care, which enabled us to acquire the skills and knowledge required to physically examine, assess and treat people of all ages. After that we both qualified as nurse prescribers, enabling us to write prescriptions for our patients.

Nurse Practitioners specialise in the diagnosis, management and prevention of minor illnesses and so aim to share the urgent and walk-in patient workload each day with the GPs. This makes additional routine appointments available with the GPs, enabling them to spend their time managing the more complex illnesses. The practice nurses continue to provide a service that is comprehensive and complementary to the Nurse Practitioners and GPs. Odette also runs a diabetic clinic each week.

The Pinn aims to use the clinical skills of both doctors and nurses to provide a high quality service to all of our patients.

The Pinn Medical Centre's Action Plan

There were 10 survey questions that will result in action being taken by the surgery, 6 of which are deemed priorities. These are: patients getting through on the phone; booking appointments ahead; getting to see a particular doctor; waiting times (once you arrive for your appointment); the formation of a 'virtual email group' to enhance patient participation; and the revision of questions in the next survey (to take place this autumn).

To take the key priority issues in turn:

Getting through on the phone

Based on 361 answers, The Pinn rated 10% lower than the national average on this question with 158 patients saying it's not easy to get through on the phone. The practice receives around 600 calls each day and many of these require a considerable amount of time to handle; there are presently five receptionists answering calls. Our practice will:

- review the number of lines available
- consider using other staff during busy times (8.30am – 10.30am)
- educate patients to use online booking, call later in the day (if the matter is not urgent), and use the automated appointment telephone booking service.

So if you have read this far, consider yourself educated!

Booking appointments ahead

Of the 361 responses, 184 did not find it easy to book ahead. The surgery has now altered booking arrangements (see back page for details) and is closely monitoring the outcome. The opening up of additional 'book ahead' appointments is not favoured as previous attempts to do this have resulted in a massive increase of 'did not attend', leading to a monthly 'loss' of two weeks' worth of doctor/nurse appointments. Letters are written to frequent offenders and these will now point out the loss their action has caused to the practice. If readers have any thoughts about how this situation might be better handled, do email the *Pinn Piper* as your Editor is very concerned by these figures.



Seeing a particular doctor

Only 41% of those questioned rated their ability to see a named doctor as 'fair' or better, which is nearly 30% lower than the mean national score. Much of this is down to the recent expansion of the Practice and the resultant pressure on the Partners. Renewed attempts will be made to promote the Clinical Teams (see right for a reminder) and encourage patients to see other GPs if their own is not available. Receptionists will be trained to promote the Clinical Teams and the surgery will review the list balancing exercise already undertaken to allocate newer patients to named GPs with shorter patient lists.

Waiting times in the surgery

Patients will have seen the notices saying that 'Dr X is running late and apologises for the delay', and the Pinn Patients' Association has requested that clinicians give patients an explanation when they are seen late. Patients are allocated just 10 minutes for a consultation – just one interruptions or serious problem can cause a significant delay. The surgery will continue to monitor and audit delays, but clearly it is not possible to plan for emergencies.

If you have any thoughts about how services can be improved at the Practice, please attend the AGM and join the virtual email group today!

Lis Warren, the Editor of The Pinn Piper, can be contacted by email: pinnpiper@gmail.com

The Clinical Teams

Dr Amol Kelshiker

Dr Varun Goel
Dr Mathi Woodhouse

Dr Jonathan Rudolph

Dr Melissa Holz
Dr Shaheen Jinah
Dr Nitha Patel
Dr Giovanna Russo

Dr Isobel Bleehen/ Dr Shashi Shah

Dr Andrea Edwards
Dr Priya Moorthy
Dr Jamila Sherif

Dr Mehul Lakhani

Dr Leah Flitman
Dr Subali Nallamala
Dr Naheed Sarwar

Quiz Night success

The Pinn Patients' Association Quiz Night in March 2012 was attended by over 100 people and raised a whopping £940, which was shared between St Luke's Hospice, Harrow Bereavement Care and the Pinn Patients' Association.

Thanks to all for taking part and providing another great evening's entertainment!

Telephone Messaging Service



The Practice provides a telephone messaging service for all doctors and nurses, but this should only be used for NON-URGENT matters (the response time may reach 48 working hours as many of our doctors and nurses work part-time).

If you wish to use this service, please leave your name, contact number and brief details of your call request with a receptionist, who will send a message to your GP/nurse.



This, I believe, is one of the shortest staff news columns I have written in a long time, which means that things are starting to settle down after a rather challenging period in the life of the Pinn.

As you may have noticed, Dr Nallamala is walking around with a rather large 'bump' and I suspect a new arrival is decidedly imminent! When she goes on maternity leave in May, Dr Shaheen Jinah will be covering her sessions so we will be seeing a lot more of her during the week.

We would like to offer our congratulations to our Registrar Dr Anokhee Shah who recently passed her Membership of the Royal College of General Practitioners exams. She has worked very hard with the support of her tutor Dr Rudolph and is very popular with the patients.

We are very pleased to welcome Louise Ruse and Simona Cochiar-Tomas who both

joined the reception team in December. Please be patient with them as they get to grips with the many protocols and procedures our receptionists have to master!

We recently said farewell to Dr Geena Kirpalani, who decided to return to the private sector to specialise in bariatric medicine. We wish her all the best in her new career. We are of course advertising for her replacement so I hope to have news of a new member of the team in the next Pinn Piper.

Finally, we wish Caroline Kentish, one of our longest serving receptionists a very happy retirement. Caroline has worked for both the Pinn and Village surgeries for many years. She leaves in May to spend well-earned time with her family.

Hilary Scott
Practice Manager



Kristina Mein
Assistant Practice Manager

How long have you worked at the Pinn Medical Centre?

I started in April 2009, just before we moved into the new building.

Apart from the building, what's changed the most in your time here?

The processes and systems for patient service. It's been difficult to balance progression whilst maintaining a personal feel. We continue to try and improve on our service for patients.

What do you like about your job?

Being a people person, I enjoy working closely with patients and staff at the Pinn Medical Centre.

What makes you laugh?

I enjoy laughing a lot, so there are many things that tickle me!

What's your favourite food?

Italian food, without a doubt!

How do you relax after work?

2012 is a very busy year for me personally as I'm currently planning my wedding in September and the arrival of a baby in November! So I spend most of my free time looking at flowers, dresses, baby clothes and my personal favourite, cakes!

If stranded on a desert island, what three things would you like to have with you?

My fiancé, cooking utensils and an Aladdin's Lamp to ask for more wishes!

What's your favourite film, TV or radio programme?

My favourite film is *The Sound of Music* – I am a big fan of musical films.

If you were Health Minister for a day, what would you do?

Have more centres like The Pinn so that others experience the wonderful facilities we offer.

Appointments: new arrangements

The appointment system has recently changed to offer the following:

- Pre-booked appointments up to 2 weeks in advance
- Appointments bookable up to 48 hours in advance
 - Emergency 'book on the day' appointments
- Telephone Service: **NON URGENT** messages that can be responded to by a GP or nurse within 48 hours

Routine 'book on the day' appointments are no longer provided – instead, you will be offered an appointment within 48 hours UNLESS it is an emergency. The system was changed in response to the patient survey in which patients were unhappy that they could not book an appointment within a couple of days.

Did you attend? Nearly 300 appointments were missed last month by patients who did not inform the surgery that they could not attend. This equates to well over two weeks of a GP's time wasted... **Please** call the surgery if you cannot attend, or cancel online, which takes less than one minute!



waiting room gossip

An elderly patient was stopped by Pinner police at around 2am and asked where he was going at that time of night. The man replied, "I am on my way to a lecture about alcohol abuse and the effect it has on the human body, as well as smoking and staying out late."

So the officer asked, "Really? Who is giving the lecture at this time of night?" The man replied, "That would be my wife."