



Carers - do we know who you are?

In the 2001 Census there were 20,550 carers identified in Harrow (nationally around 6 million). It is now estimated to be over 30,000. About 50% of carers have health and/or social care needs themselves and those carers that care for someone for 50 hours a week or more are twice as likely to be in poor health as those not in a caring role. Many carers report that they are forced to ignore their own health because of a lack of alternative care.

A carer is someone of any age who provides unpaid support to family or friends who could not manage without this help. This could be caring for a relative, partner or friend who is ill, frail, disabled or has mental health or substance misuse problems. Some carers may undertake high levels of care, whereas for others it may be frequent low levels of care.

It is estimated that £119 billion is the value of the free care provided by carers in the UK each year. In Harrow this figure amounts to around £407m.

The Pinn Medical Centre recognises the important contribution that carers make and would like to help them by ensuring they have adequate support, and by helping them to remain healthy by offering them regular health and wellbeing checks.

But first we need to know who our carers are. Occasionally this information may be acquired when a patient visits their GP or Nurse and some of our patients have completed a 'Carers Identification and Referral Form' but we realise that many carers remain unidentified.



So please help us to help you by completing one of these forms which can be obtained from reception or on our website www.thepinn.co.uk/practice-info

The information you provide will be used to update your medical record and help us to provide help, if you need it. We also plan to start inviting our carers for an annual health check.

If you agree we will pass your details to Carers' Support Harrow, a voluntary sector organisation (registered charity) that provides advice, carers' support services, regular newsletters and any necessary information relevant to your caring role.

We will also refer you, with your permission, to have your needs assessed by Adult Care Services. A Carer's Needs Assessment is a chance to talk about your needs as a carer and the possible ways help could be given. It also looks at the needs of the person you care for. This could be done separately, or together, depending on the situation. There is no charge for a Carer's Needs Assessment.

Hilary Scott, Practice Manager

How information about you helps the NHS provide better care



Confidential information from your medical records can be used by the NHS to improve the services offered. This information, along with your postcode and NHS number *but not your name*, is sent to a secure system where it can be linked with other health information. This allows those planning NHS services or carrying out medical research to use information from different parts of the NHS *in a way that does not identify you*.

Patients have a choice: if you are happy for your information to be used in this way you do not have to do anything. If you have any concerns or wish to prevent this from happening, please ask at reception for a copy of the leaflet **How information about you helps us to provide better care**. More information can be found at www.nhs.uk/caredata

staff news

You may have noticed a few new faces at the practice recently. We are very pleased to welcome Dr Hannah Bundock who is our new Registrar working closely with our approved trainer, Dr Jonathan Rudolph. Hannah qualified at Imperial College, London and will be with us for the next twelve months. Dr Lakhani has also taken on a training role for foundation year 2 trainees (F2's) and currently has Dr Shreya Karia working alongside him. The F2 doctors are with us for a period of four months at a time.

We look forward to welcoming a new full-time doctor to our team of GP: Dr Anjali Pabari joined us at the end of September.

Lilian Mugabe, Julie-Ann Newton, Kavita Gonsalves, Hannah King and Deborah Pack are all newcomers to our reception team and we would like to wish them all the very best in their new role.

We were very sorry to bid farewell to Nurse Practitioner Ann Gate who has spent many years nursing patients in Harrow but who has now decided to move to a new area and home. We would like to thank her for her hard work and dedication during her time at the Pinn Medical Centre. She will be greatly missed by colleagues and patients alike.

Nurse Lindsay Coutts will be back in the practice helping us out with the occasional weekend session when our nursing team are off. Lindsay used to work for the practice a few years ago so it will be nice to see the return of an old face!

We also bid farewell and thanks to receptionists Nina Oakley, Sonia Kanjia, Theresa O'Connor and Geraldine Temple who recently left the practice.

Finally our congratulations to Dr Leah Keylock who is expecting her first baby this year and will be on maternity leave from October.

Hilary Scott, Practice Manager

'Preventing your next heart attack'



A talk by Dr Iqbal Malik, Cardiologist
Pinn Medical Centre
7.30pm Thursday 21 November

Space is limited to tickets holders on a first come, first served basis.
Call Vera (020 8866 5766 Mon-Fri, but not Tues) or ask for a ticket at reception.

an appointment with...

Dr Subali Nallamala



How long have you worked at the centre?

Since May 2011, but I've just returned after a year on maternity leave.

What do you like and dislike about the job?

I love the diversity, managing anything from ingrown toenails to complex medical conditions, and seeing anyone from a newborn to a 100 year old patient. I like the constant challenges and learning that comes with general practice and having to know something about everything! I dislike the ever increasing paperwork and administrative bureaucracy, as well as the Asda digestives that are supplied for our coffee break.

Tell us about your background?

After studying at an international boarding school in India, I headed off to Philadelphia to complete a liberal arts undergraduate degree. I then decided to enrol in medicine at Guy's and St. Thomas' graduating in 2003. I trained as a physician then worked as a medical registrar in Australia for a year. On returning to the UK I continued in hospital medicine before deciding to retrain in general practice. I successfully completed the MRCGP in 2010 and joined The Pinn following my registrar year. I now live in Pinner with my husband and two sons aged 3 and 1.

What makes you laugh?

My husband's attempt at telling a joke and waiting forever for the punch line!

How do you relax after work?

I have little time to unwind with the chaos of two toddlers. But after their bedtime catching up on the news with Jon Snow (not so relaxing) followed by a sitcom and a hot drink help me to relax.

What is your favourite food?

A good Thai always does the trick.

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

The three men in my life of course (do they count as things?)

What's the last book you read?

Small Island by Andrea Levy



What is your favourite film, TV or radio programme?

Modern Family and most films with George Clooney

If you could have dinner with any 3 people, who would they be?

Jon Snow, Mohammed Ali and George Clooney

If you were health minister for a day, what would you change?

I would reduce the emphasis on the achievement of targets, which do not have any clinical benefit and cut down the administrative workload of GPs. I would divert money to training and increase numbers in essential services such as midwifery and district nursing. I would increase the scope of GP training so more specialist services can be undertaken in primary care without referral. All this is easier said than done with the shrinking budget!

Patients' Association AGM

If you missed the meeting, the Minutes of the 2013 Pinn Patients' Association Annual General Meeting are now available on the practice web site. Read them www.thepinn.co.uk/practice-info/ and keep yourself informed.

Dr Shashikant Shah was one of 'Harrow's greats', having been a dedicated and much loved GP in Pinner for over 40 years.

After completing his primary and secondary education in Kenya, Shashi qualified in medicine from Sheffield University and worked as a house doctor in Yorkshire, but soon decided that his heart lay in General Practice. He returned to Kenya to practice as a GP but had a yearning to work in the UK. He joined Dr Oliver Samuel in Northumberland Road, Pinner as a GP in training and later as a Principal in the partnership. Together, they steered the development of this popular practice by taking on Dr Anthony Nicholls as a Partner and moving into the first purpose-built GP medical centre in Harrow in the early 1970s. Shashi continued with great commitment to his patients and The Pinn throughout the very cruel illness that he finally succumbed to earlier this year.

He was a man who enjoyed an active and very full life: he always rose early and enjoyed many interests and hobbies including golf, bridge and other card games (he was reportedly extremely competitive and liked to win!), photography, travel and art. He was a snappy dresser and loved shopping for good clothes and shoes! He also loved to entertain and was a connoisseur of good food and wine. He even enjoyed helping in the kitchen, especially at Christmas time, when large family gatherings took place at home.

***"Always patient and did an amazing job. The Pinn will not be the same without him."
"My 'go to' doctor! He gave it to you straight!"
"A remarkable man who always found time for us and treated us with warmth, respect and compassion."
"We always enjoyed the diagrams he drew to explain our ailments."
"So kind, so caring – much missed."***

Shashi was an enthusiastic and charismatic teacher, both at work and also on the golf course! Always keen to impart his knowledge, clinical passion and skills to medical students and young doctors, he was one of the first GP Trainers in the Northwick Park Hospital Vocational Training Scheme and continued training GPs for over 10 years. He remained a passionate teacher throughout his life and shared his significant repertoire of clinical knowledge and skills with medical students, doctors and nurses. His door was always open for advice, wise counsel or a second opinion.

"A brilliant doctor who helped save my life. Will never be forgotten. One in a million."

"Farewell to a lovely boss who always had a twinkle in his eye. He was kind, patient, compassionate and a very good doctor and will be sadly missed."

"The kindest, most approachable and most sympathetic doctor I have ever known."

"I would have liked to thank him for the care he offered my family over 30 yrs. Now I hope he has found a great golf course in the sky and is having the perfect round! R.I.P."

A regular attendee of the Northwick Park Postgraduate meetings, Shashi was always keen to learn and keep up to date with new developments in medicine. He exemplified the notion of the lifelong learner and was indeed a 'doctor's doctor', being highly respected and regarded as a clinician by fellow GPs and hospital colleagues. During his illness, he continued to read the latest medical journals, always hoping that he would return to work. He never considered retiring and his mind remained active and sharp.



Shashi was first and foremost a passionate advocate of high quality General Practice, committed to the practice of holistic family medicine. He was a champion of continuity of care, which he regarded as a cornerstone of good General Practice in the UK. He was committed to his patients, many of whom regarded him as their doctor for over 40 years, as did their children and their families.

Over 40 years he played a leading role in shaping the Pinn Medical Centre, a role he maintained throughout his long and brave fight against illness. Shashi was an inspiration to a whole generation of local doctors. During his final months, his many visitors from around the world bear testament to the great affection in which he was held.

A Book of Condolence, from which the boxed quotations are taken, remains on the surgery's reception desk. Do add yours if you've not yet had a chance. As the hundreds of comments so clearly demonstrate, Shashi will be sorely missed by his patients, colleagues, friends and family. Truly a 'Harrow great'.

"He was so kind to me when my baby died 19 yrs ago. He said little but gave me a hug, which I needed. I'll never forget him. Thank you."

coordinate my care: *make your wishes clear*

A new **Coordinate My Care** clinical service designed by The Royal Marsden Hospital will shortly be introduced at The Pinn to put patients with a life limiting illness at the heart of their own end of life care plan, giving them choice, improved quality of life and ensuring their needs and wishes are met.

Coordinate My Care provides a secure, personalised care plan describing the care you would like and, with your permission, shares this information electronically with the experts caring for you day and night including GPs, out of hours medical and community services, hospices, hospitals and 111 emergency services. By making people aware of a patient's wishes, appropriate support can be offered rather than a default hospital admission, which many patients do not want when they are terminally ill. The scheme has already been shown to reduce unscheduled hospital admissions in areas where it has been used.

The scheme allows patients to design a plan recording - and regularly updating, as necessary - their wishes for care and treatment, including preferences for resuscitation, place of death and organ donation. Care plans are designed by patients with a trained clinician, who sits and discusses options with the patient.

Coordinate My Care is open to any patient whose life expectancy is one year or less; it is not restricted to those with specific conditions. Talk to your GP if you would like to follow this up. More information can be found at <http://www.coordinatemycare.co.uk>



For those not eligible for this service, the NHS Choices web site provides a great deal of helpful information for those approaching the end of their life, but it's also a great reference point for carers and for people who want to plan in advance for their end of life care. The website holds advice about access to psychological, social and spiritual support; where you would like to be cared for; your rights and choices, including refusal of treatment; managing pain and other symptoms; ways to start talking about the fact that you are dying, including discussion with children; where you would prefer to die; your wishes for your funeral; and who you would like to make decisions about your care if you are not able to decide for yourself. See <http://www.nhs.uk/planners/end-of-life-care> for further helpful information.
Lis Warren, Editor

did you know...

...that a single visit to A&E costs more than 1 year's care by your GP?

If you have a medical emergency that can't wait until the next available GP appointment, you can see The Pinn's on-call doctor or nurse practitioner. If the rising trend of inappropriate A&E attendance continues, our services in Harrow will not be sustainable!

Rotavirus

Rotavirus is a potentially serious large bowel infection in young babies. A new rotavirus vaccine is now included in the vaccination programme for babies at two and three months. Further info: <http://www.nhs.uk/Conditions/vaccinations/Pages/rotavirus-vaccine.aspx>

Gold Standard elderly care

Following on from the scandal in Mid Staffordshire, the Royal College of Physicians has announced hospitals will soon be given 'Gold Standard' marks to recognise their care of the elderly. The award will be optional and Trusts applying for it will have to prove that they have listened to their patients concerns through questionnaires and feedback, and taken them on board in order to improve the quality of care provided.

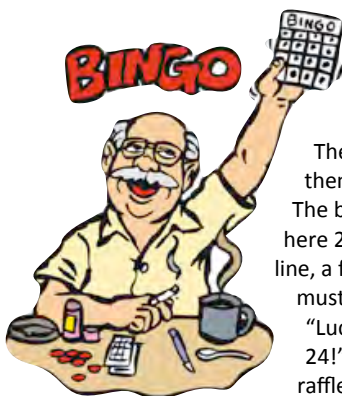
Flu Vaccine now available

Remember: flu can kill. If you are eligible for the vaccine, you will receive a letter from the surgery; for the first time *all two and three year old children* are now also eligible. Make your appointment as soon as possible before the flu season kicks in!

The Pinn Piper is edited by Lis Warren and designed by Joanna Wan
Contact pinnpiper@gmail.com

Waiting room gossip

A man went to the doctor feeling unwell. The doctor checked him over and said, "I have some bad news. You have a deadly virus called Yellow 24. It turns your blood yellow and you may have only 24 hours to live. There's no cure so please go home and enjoy your final precious moments."



He trudged home to his wife and broke the news. Distraught, she asked him to go to bingo with her, as this was something they'd never done together. With his first card he got four corners and won £35.

Then, with the same card, he got a line and won £320.

Then he got a full house and won £1,000. The National Game then came up and he won that, getting £380,000.

The bingo caller got him up on stage and said, "Sir, I've been here 20 years and I've never seen anyone win four corners, a line, a full house and the National Game on the same card. You must be the luckiest man on earth!"

"Lucky?" he yelled. "Lucky? I'll have you know I've got Yellow 24!" "Heaven's above," said the bingo caller. "You've won the raffle as well!"

Paying for your care?

If you are obese or smoke/drink heavily should you pay top-up fees for your care? There has been a huge amount of debate recently about the extent to which people should have to pay for certain elements of their healthcare, or if they could be considered at fault for their condition through their lifestyle choices. Complete the survey of the national Patients' Association to let them know your views. See <https://www.surveymonkey.com/s/GPR8QRV>