



## GENERAL PRACTICE REFORMS UNDERWAY!

Doctors' leaders have warmly welcomed the recent announcement by NHS England to "put general practice back on its feet," with an additional £2.4bn funding per year until 2020/21. Responding to this new development, the chairwoman of the Royal College of GPs, Dr Maureen Baker, said it represented a *"significant and comprehensive package of proposals to support general practice both in the immediate and longer term. Today's announcement is a huge step in the right direction... if implemented correctly, our profession, the wider NHS, and most importantly, our patients will reap the benefits."*

This investment will be supplemented by a £500 million national 'turnaround' package to support GP practices, and additional funds for local Clinical Commissioning Groups (CCGs).

The plan - General Practice Forward View - has been developed with Health Education England and in discussion with the Royal College of GPs and other GP representatives. It contains specific steps to strengthen the workforce, drive efficiencies in workload, modernise infrastructure and technology, and redesign the way that modern primary care is offered to patients.

Dr Kelshiker, Senior Partner at Pinn Medical Centre (PMC), will outline these changes and the impact on patients and services at the **Annual General Meeting (AGM)** of the Pinn Medical Centre Patients Association (PMCPA) on **16 June** from **8pm onwards** at the Village Hall, Pinner. All PMC patients are invited to attend.

### PMCPA Trustee recruitment

The PMCPA continues to grow and recently launched a Trustee recruitment drive. This was very successful. Four candidates have now been invited to join the PMCPA's Board of Trustees, subject to formal election by the Membership at the AGM. The candidates bring a wealth of skills and experiences to the Board.

Existing Trustees invested much time last year to set up a website for the PMCPA and it is already proving to be a really useful resource for Members. Yet there is scope for

further development. A vacancy remains for a Trustee with skills and experience in digital media, including website management. So, if you feel you can contribute in this area and are interested in becoming a Trustee, please contact the Board Chair, Joanne Daswani, at [jo@pinnpatients.org](mailto:jo@pinnpatients.org). Alternatively, visit the PMCPA website - [www.pinnpatients.org](http://www.pinnpatients.org) - for further details on our Recruitment Policy and Constitution.

As a patient of the PMC, I trust you will agree that we are fortunate to have some of the best GP facilities in Harrow. The Board of Trustees wishes to extend its heartfelt thanks to the very dedicated team of staff at the PMC who continue to provide us all with such excellent standards of care despite the challenges they face on a daily basis. The recent Ipsos Mori GP Patient Survey results confirm the high satisfaction rates amongst patients for the clinical and administrative staff. You can download a copy of the full Survey from the PMCPA website.

### PMCPA website: easier access to PMC services

We encourage you as patients to make more use of the website. By doing so, you will find useful information about the PMCPA as well as local and national NHS issues. The website also has information on how you can access the PMC's wide range of services - like repeat prescriptions, summary records and appointments - electronically and in your own time. This additionally helps to alleviate the daily pressure on the PMC's telephone system and, in turn, on its reception staff as they do the best they can to cope with the increasing number of calls they receive each day.

Given the various challenges confronting the NHS now and in future, mutually respectful collaboration between staff and patients is the essential pre-requisite for achieving a high quality service from the PMC - and thereby also delivering the best possible outcomes for patients.

Thank you to everyone who supports the Association and its work, especially our small army of dedicated volunteer drivers and distributors of the Pinn Piper.

*Joanne Daswani* (PMCPA Chair)

**ANNUAL  
GENERAL  
MEETING**

**Next AGM:** Pinn Patients' Association, Annual General Meeting  
Thursday 16 June 2016 at 8.00pm, Pinner Village Hall (use Chapel Lane car park)

**NHS reforms on the way!** Attend the meeting to find out how these changes will affect YOU and the impact they will have on the staff and services at the PMC. All patients are welcome.

## In conversation with...



### Dr Isobel Bleehen Partner, Pinn Medical Centre

In a conversation with Jo Daswani,  
Dr Bleehen mentioned her special interest in  
the charity, Wings of Healing.

#### Dr Bleehen, tell me more about why you are interested in Wings of Healing?

The charity, Wings of Healing (WoH) is a registered charity started by Mr Onsy Louca a Consultant gynaecologist at Northwick Park. Onsy is a respected colleague, skilled surgeon and a close friend.

Onsy takes a team of doctors, nurses and other health workers to Ethiopia twice a year. The team hires one of the private hospitals in Addis Ababa and provides free gynaecological care to 300-400 patients, performing 70-80 operations over 10 working days.

These treatments can revolutionise the quality of life for hundreds of women or in many cases, even save their life. WoH also provides opportunities for training so that local health care workers can gain specialised skills.

When Onsy told me about WoH I was very impressed with the valuable work they do and wanted to contribute in a practical way. Although I am not a surgeon, working as a female GP for over 20 years I have gained a lot of experience in helping women with gynaecological problems. I would like to be able to use that experience to help women who, without the work of WoH, might never receive medical care.

#### Is there a particular reason for choosing Ethiopia?

I think Onsy chose Ethiopia because it is one of the poorest countries in the world with very rudimentary health care. A lot of people live in remote areas and have to walk for several days to access any health services.

There is little or no obstetric care in Ethiopia and subsequently there are a lot of gynaecological complications after difficult births, such as genital prolapse or fistulae, which can lead to leakage of urine or faeces. These debilitating conditions are also stigmatising for women often causing them to be shunned by their communities.

As I mentioned in my article on page 4 the HPV vaccination programme, cervical screening and early diagnosis can prevent cervical cancer in the UK. By contrast in Ethiopia, cervical cancer is not usually diagnosed until it is very advanced, usually with a poor outcome.



#### I understand you are joining WoH this year?

I will be going on the mission towards the end of November (my regular patients please be advised and book your appointments with me early in November!)

#### Is this your first visit?

Yes, I am looking forward to this challenge but I am also a little apprehensive of what I might face. The work is quite demanding, it may be upsetting and there are no days off. The surgeries will be even longer than the ones I do at the Pinn!

#### On a personal level what are you hoping to achieve on this visit?

In the UK we often moan about our NHS but we are very lucky to have it. I believe we should share some of that high quality care with those who have little or no health care. Also I hope by working closely with a gynaecologist like Onsy, seeing so many gynaecological conditions over a short period of time will help me develop and hone my skills in this area.

#### How is the work of the charity funded?

The team is comprised of volunteers who provide their time for free and are expected to raise their airfare and expenses themselves. None of those working for WoH are paid a wage and the fund raising, administration and the website are run largely by Onsy, his wife and children. Therefore all donations to the charity go directly to helping the women of Ethiopia.

#### How can patients offer their support should they wish to do so?

If you wish to know more about the charity or would like to make a donation in support of the mission you can do this via the website: [www.wingsofhealing.org.uk](http://www.wingsofhealing.org.uk) putting my name as your reference. You can also make a contribution by cheque made payable to Wings of Healing. If you are able to make a donation (large or small) you have my most sincere thanks.

**Dr Bleehen, thank you for your time and I wish  
you and the team a very successful visit.**



## An appointment with...



### Shaunna Casey

How long have you worked at The Pinn and what did you do before you joined? I joined the Pinn 4½ years ago. Before that I worked as a stylist in a hairdressing salon.

What do you like, and dislike, about your job? I love working with my colleagues, as they are a great team. I want to help all the patients but it isn't always possible to accommodate all their requests.

What makes you laugh? My 2-year-old nephew and the things he says.

How do you relax after work? I chill out in front of the TV!

What's your favourite food? Pizza but it has to be a Margherita.

If you were stranded on a desert island, what 3 things would you like to have with you? I would love to say a bottle of vodka, a mixer and my boyfriend but perhaps it sounds better if I say a toothbrush, some toothpaste and my boyfriend!

What 3 records/discs would you take? Defected in the House, Ministry of Sound and Tenacious D.

What's your favourite film, TV or radio programme? The Little Mermaid!

What's the last book you read? I prefer to read magazines.

If you could have dinner with any 3 people, living or dead, who would they be? Both my granddads, as I never got to meet either of them, and my boyfriend.

If you were Health Minister for a week, what would you change? Be honest with people about the NHS and not promise what I can't afford to deliver.

What do you do at the weekend? I love going to raves, music festivals and the occasional public house!

Morning Routine? I get up slowly, shower, eat my Kellogg's Crunchy Nut Cornflakes (with no milk), get dressed of course and take myself off to work.

## Staff News

Over the years I have come to realise that the NHS is forever changing and we all have to adapt to the new challenges that we are faced with, some welcome, others perhaps less so.

Our current Walk-in Centre Contract is due to expire at the end of July and has been put out to tender. The Pinn has submitted a bid that we hope will be successful, although it is possible that another company could win the contract and run the service from our Centre.

The PMC has often found itself at the forefront of change. We recently agreed to take part in a local improvement scheme that aims to prevent our more vulnerable patients from being admitted or re-admitted to hospital. Deepa Patel joined the practice at the end of September and her role is to support this scheme, working with patients, their designated GP and other support services. Odette Thomas will also be involved in supporting this new service.

Two new Registrars, Dr Eleanor Worthington, supervised by Dr Rudolph and Dr Aneeta Kanshanathan, supervised by Dr Lakhani joined us recently. Carole Squires has replaced Bhavna Visavadia on the nursing team and Dr Anjali Pabari, who is currently on maternity leave, gave birth to a beautiful little girl in January.

We have also had some changes to our non-clinical team. Sadly Kristina Lewis, our Assistant Practice Manager has decided not to return after her maternity leave. Sophie Butler has been standing in during her absence. Receptionist Simona Cobel is also now on maternity leave. New members of staff in the reception and admin teams are Faith Harris, Sukhvinder Modha, Laura Oag, Conor Murray and Tanya Chaggar. It is a great pleasure to welcome all the new members of staff to the practice and we hope they will be very happy here.

**Hilary Scott**  
Practice Manager

# Let's Stop Cervical Cancer



Cervical cancer is a malignant tumour of the lower part or "neck" of the womb. 3000 women in the UK are diagnosed each year and about 1000 women die from cervical cancer every year. What can **YOU** do to reduce the risk of cervical cancer and enable early detection and treatment?

## 1. Make sure your daughter has her HPV Vaccine

This is a vaccine against the Human Papilloma Virus subtypes most associated with cervical cancer. HPV vaccination reduces the chance of cervical cancer by 70%.

## 2. Practice safe sex

Use of condoms can help prevent transmission of HPV. The more sexual partners a woman has and the earlier the age of first sexual activity, the greater the risk of HPV.

## 3. Don't smoke

Cervical cancer is yet another disease where smoking is a risk factor. Smoking makes your chances of developing cervical cancer 2-4 times more likely.

## 4. Attend for cervical screening when you receive your invitation letter

This test can detect abnormal cells before they become cancerous. The majority of abnormal smears are not cancer.

## 5. Report any suspicious symptoms to your GP

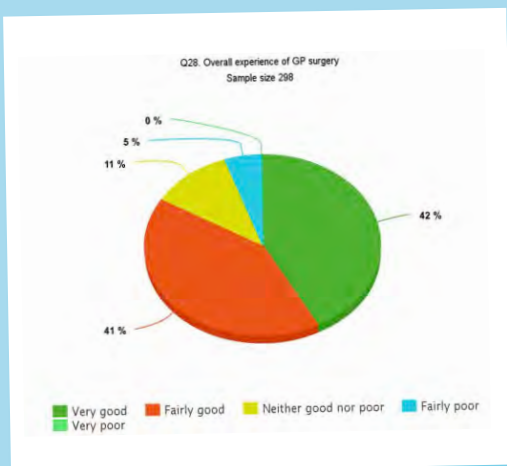
The most common symptom of cervical cancer is abnormal vaginal bleeding usually between periods or after sex. Cervical cancer may be present without any symptoms (another reason why screening is so important).

All our doctors and nurses at the surgery are happy to answer any questions you may have about cervical cancer and online information is available on the NHS choices website or [www.macmillan.org.uk](http://www.macmillan.org.uk)

**Dr Isobel Bleehan**

## Ipsos Mori GP Patient Survey (Jan 2016)

Our patients are very pleased with the Pinn. Read the full survey report on our website: [www.pinnpatients.org](http://www.pinnpatients.org)



I hope you found this issue informative. I welcome your feedback so please email me at [jo@pinnpatients.org](mailto:jo@pinnpatients.org) with your comments and suggestions.

*Joanne Daswani (Chair)*

## Laughter is the best medicine



"Sorry the doctor is running behind. You can keep today's appointment or I can fit you in tomorrow... whichever comes first."

The Board is also very keen to increase the PMCPA's active Membership. If you are not yet a Member of the PMCPA, you can automatically become one simply by forwarding your name and electronic/postal contact details to: [contact@pinnpatients.org](mailto:contact@pinnpatients.org) or use the Blue Membership Box in the PMC's patient waiting area.



**Your local independent Pinner pharmacy offers a whole range of health and wellbeing services like:**

- Repeat Prescription Ordering and
- Collection Service from all surgeries
- Repeat Prescription Management Service
- Free Prescription Delivery Service
- Medication Usage Reviews
- Help and Advice on Health
- Flu Vaccinations
- Stop Smoking Clinic
- Fragrances, Cosmetics and Skincare

**Our friendly team look forward to seeing you soon!**

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