

PMC rated Outstanding by CQC

Congratulations to the Partners and staff of the Pinn Medical Centre for their successful CQC inspection.

An inspection team from the Care and Quality Commission (CQC) visited the practice in July and identified several areas of outstanding practice. They reported a strong focus on continuous learning and improvement at all levels within the practice. They found the practice team to be forward thinking and innovative. The quality of care was outstanding for all six population groups:

1. Older patients
2. Patients with long term conditions
3. Families, children and young people
4. Working age patients (including those recently retired and students)
5. Patients whose circumstances may make them vulnerable
6. Patients experiencing poor mental health (including people with dementia)

The CQC inspectors were also impressed with the work of the Patients' Association, particularly with our team of driver volunteers. We are delighted our volunteers were recognised in the report. The full inspection report is available on our website www.pinnpatients.org



'Engaged Patients' Association influences the development of practice.'

'Patients are treated with compassion, dignity and respect.'

'Staff are approachable, committed and caring.'

'Inspiring leadership responds to patients' needs and strive to deliver and motivate staff to succeed.'



Follow us on
Twitter
[@pinnpatients](https://twitter.com/pinnpatients)

STP in the news!

STPs have been in the news recently and many of you might be forgiven for thinking the nation is at risk of some dreaded disease.

Fortunately, or unfortunately, depending on your point of view, it relates to yet more NHS reforms. You may recall my mention of the Five Year Forward View (FYFV) in previous issues of the Pinn Piper. NHS England has requested each of its 44 regional areas to produce a Sustainability and Transformation Plan (STP) to support the implementation of the FYFV. Each STP is expected to address the challenges facing the NHS due to the cost of caring for an older and larger population.

Among the measures suggested in the FYFV is a greater focus on prevention rather than cure; joining up health and social care budgets; giving patients greater control of their own care; and better use of technology.

Patients are encouraged to get involved in the consultation process. The STP will determine how much money NW London (and Harrow) gets from national funds (1.8bn). Visit www.harrow.gov.uk to read more about NW London STP and to have your say.

Patient Donations

Our patients often show their appreciation for the care and services they receive at the PMC by making generous donations to the Association. This year we have had a substantial donation from Mr & Mrs Kishor Mehta who funded the cost of an ECG monitor. Another couple was delighted to fund the purchase of a set of Sit On weighing scales.

The Patients' Association and the staff of the PMC are very grateful for these additional pieces of equipment. We know they will make a huge difference towards improving the quality of care for our patients.

May I take this opportunity to wish you and your loved ones a very Merry Christmas and a Happy New Year!

Joanne Daswani (Chair PMCPA)

Highlights of the Pinn Health Fair



Thanks
to everyone
who came
along to the
health fair



The Trustees would like to offer our sincere thanks to the following local businesses who supported our fund raising efforts by donating a prize for our Grand Raffle:

- D & J Ambrose
- Fridolin's Beauty Clinic
- Hilton and Family
- Visage Beauty Salon
- K5 Lounge
- Minoosh
- Angie's Chemist



Most of our fundraising activities help to raise funds for the purchase of equipment for the Pinn Medical Centre. See page 4 for information on how you can join us in raising funds through www.easyfundraising.org.uk

We have asked the PMC to provide us with a wish list.

Nicky Heskin
Trustee (Fundraising)

NHS Health App launched for young people in Harrow



A new health app (NHS Go), the first of its kind in London, has been developed specifically for young people. It gives young people greater personal control over their health from an early age; helps them make healthier choices and have easy access to advice and information on health issues from a trusted source.

The app uses content from the NHS Choices website, which is adapted to suit younger audiences. The views of young people across London were sought in the creation, testing and promotion of the app.

Not all conditions need hospital attention

www.harrow.healthhelpnow.nhs.uk

The app is available on iOS and Android and can be downloaded via **www.NHSGo.uk**, **Google Play** or **Apple store**.



Join
 Shop
 Raise

Collect FREE funds for us
any time you shop with

easyfundraising
feel good shopping

Sign up now
www.easyfundraising.org.uk



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

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

Our friendly team look forward to seeing you soon!

24 Bridge Street, Pinner, HA5 3JF
Tel: 020 8866 0053

www.carterschemist.co.uk
info@carterschemist.co.uk

PMCPA Membership



The Board is 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 or use the Blue Membership Box in the PMC's patient waiting area.

Laughter is the best medicine



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

Joanne Daswani (Chair)