

Welcome to the May issue of the Pinn Piper

As we approach the 70th birthday of the NHS in July this year there is some uncertainty on whether the event will be a celebration or a funeral. Both the Institute for Fiscal Studies (IFS) and the Health Foundation declare '*the service needs - absolutely, unequivocally needs – funds that add another £2,000 a year per household in tax over the next 15 years*'.

Depressing news for us as patients and equally depressing I am sure for politicians of all persuasions.

Fortunately for the Patients' Association we have much to celebrate this year. As we slowly and steadily grow our membership we decided to embark on a recruitment exercise for new Trustees. In February we advertised for new Trustees and successfully shortlisted and interviewed 7 worthy candidates.

The Board of Trustees then accepted the recommendations of the recruitment panel. At the **Annual General Meeting (AGM)** in June we shall be proposing that the membership elect 3 of these candidates as Trustees and another as an Associate Trustee.

Financially the Association is in a good place and together with the profits from a successful quiz night, donations from appreciative patients and other activities we have sufficient funds to purchase a few items of equipment for the surgery. These will enhance the services already provided by the PMC and benefit our patients directly.

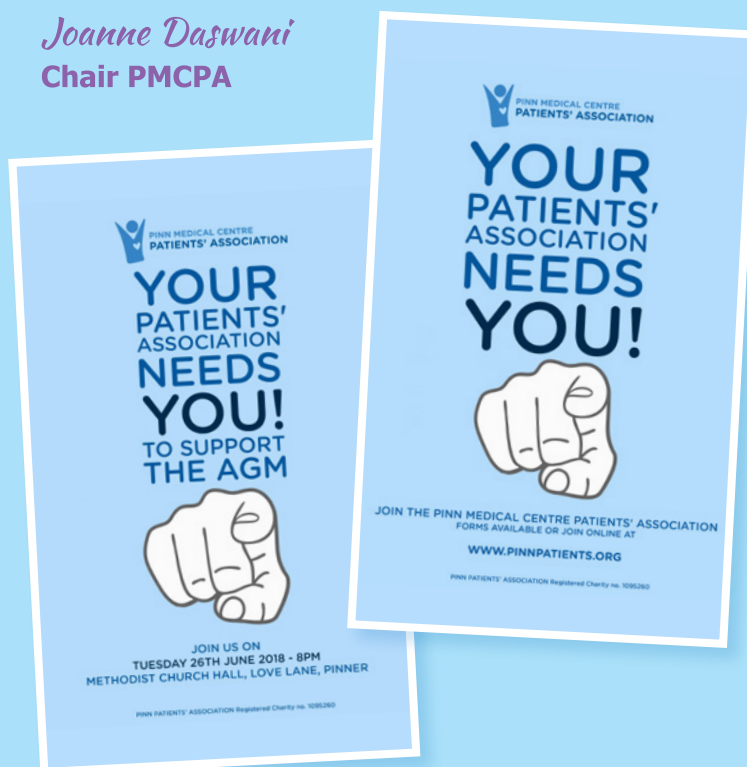
We are fully aware that appointments, particularly with a doctor of choice, continue to be the biggest issue for our patients. I know the surgery staff work relentlessly hard to ensure all patients do see a doctor in a reasonable time frame. We recommend patients sign up to the 24-hour online service: **EMIS ACCESS**.

EMIS ACCESS is available for all registered patients at the Pinn who are over 16 years of age. It allows you to view, book and cancel appointments from home, work or on the move - wherever Internet access is available. This will not

solve the problem but may help to alleviate the stress of trying to make an appointment by phone.

I hope you enjoy reading this issue where we present some interesting articles from staff at the Pinn, including a poem from the Receptionists.

Joanne Daswani
Chair PMCPA



AGM

The Trustees look forward to seeing you at the AGM on **Tuesday 26th June**.

Please join us at **7.30pm** at the Methodist Church Hall for coffee and a chat before we commence the meeting at 8pm.



Follow us on
Twitter
@pinnpatients

PMCPA vision and values

Our vision We are a patient community working in partnership with the Pinn Medical Centre to achieve the best possible care for the patients we serve.

Our values We represent Pinn Medical Centre patients. We have a culture of consultation and collaboration. We recognise diversity of need. We take account of and influence wider local and national health care provision.

We are pleased to announce that we have recruited Dr Zohra Ismail-Panju and Dr Nailah Nisar. Dr Ismail-Panju will be working 6 sessions and Dr Nailah Nisar will be working 4 sessions. Mrs Miksha Patel joined the team in April as a clinical pharmacist and will work alongside the clinical team.

We hope you will join us in welcoming them to our team.

Dr Anjali Pabari who is on Maternity leave has given birth to a beautiful baby girl. Both Mother and baby are in good health.

We say goodbye to Natacha Morar, one of our assistant practice managers who has taken up the post of Practice Manager in a neighbouring surgery. Natacha was at the Pinn for 13 years and we are very proud of her personal development. She has been a valued member of staff and we shall miss her dearly.

I shall be going on Maternity leave in August this year and we are looking to recruit a locum Practice Manager to cover my leave of absence.

Rupa Yagnik
Practice Manager



Prediabetes = prevent diabetes

All you need to know...

There are currently four million people diagnosed with diabetes in the UK and this number is rising. Ten percent of the NHS budget is spent managing diabetes and its complications such as heart disease, eye and kidney disease.

Probably a fact that is less known is that the number of people with prediabetes is also rising. In Harrow we have the highest prevalence of prediabetes in the country (estimated around 30,000 people) together with the second highest occurrence of diabetes.

What is prediabetes?

Prediabetes (or non-diabetic hyperglycaemia) is a state categorised by a slightly elevated blood sugar. It is not quite high enough to call it diabetes (Type2), but patients are at risk of developing Type 2 diabetes if changes are not made in time. Doctors use a blood test called HbA1c to help us gauge whether a person is at real risk or not.

A third of patients with pre-diabetes are likely to develop Type 2 diabetes within 6 years. For those patients with pre-diabetes this figure can drop significantly to approximately 13/100 if they make timely 'healthy lifestyle' interventions.

What is the HbA1c blood test?

HbA1c is a non-fasting blood test used to screen and diagnose diabetes and can be completed by your GP. It is also useful in detecting prediabetes. The test measures the amount of blood glucose attached to the haemoglobin (red blood cell) molecule over a consecutive three-month period. It does not vary with a specific meal type, or activity levels on the day the sample is taken making it a more accurate assessment.

The Receptionists' Tale

We are the receptionists at the Pinn
The first face you see as you walk in
Please stay calm and stand in the queue
We'll try to do our best for you

We understand you're feeling low
And sometimes being called in is slow
Please stay calm, you will get seen
Your name should come up on that screen

From scripts to tests to registrations
You can even ask for isolation
Please stay calm, we're here everyday
Come rain or shine, or come what may!

Harrow Health, Podiatry and X-rays
All based here working in different ways
Please stay calm, whilst you are signed in
As they are separate from The Pinn

If our docs run late, a small request
When you approach us at the desk
Please stay calm and bear in mind
No one is at fault, so please be kind

We hope these words help whilst you wait
Explaining how you operate
Thanks for your calm and cool perception
Best wishes from us here on Reception!

The normal range for HbA1c is less than 42 mmol/L. For those who have diabetes it will usually be above 48 mmol/L.

A range between 42-47mmol/L indicates pre-diabetes or non-diabetic hypoglycaemia. A proportion of people who fall within this range will over time develop Type 2 diabetes if they do not address diet and lifestyle changes.

What are the risk factors for prediabetes?

Risk factors include;

- Aged 45 and above
- Being overweight – particularly if you carry your weight around the waist
- Have a sibling or parent with Type 2 diabetes – you are two to six times more likely to develop Type 2 diabetes!
- Had gestational diabetes (diabetes in pregnancy) – you are twice as likely to develop diabetes
- Lead a sedentary lifestyle
- High blood pressure
- South Asian or Afro Caribbean's have an increased genetic risk for type 2 diabetes.

Diabetes UK have a useful website www.riskscore.diabetes.org.uk/start. Spend a few minutes calculating your risk and see where you could improve. If you think you could be at risk, please discuss this with a GP or nurse.

How can you prevent Type 2 diabetes?

- Keep your weight in a healthy range by aiming for a BMI between 20-25.
- Eat regularly (3 meals a day). For example, breakfast, lunch and evening meal. This will help keep your blood glucose levels steady and control your appetite.
- Include a high fibre, complex carbohydrate food at each meal, such as grains, brown rice. However do watch the carbohydrate content of foods, aim for 130-150gm per day as a start. The Low Carb Program (app) and the Low GI diet (book) provide useful tips and ways to monitor carbohydrate intake.
- Consume less sugar. Too much sugar and foods containing sugar can cause the blood glucose levels to rise. It is best to replace these with lower sugar and sugar free foods instead.
- Eat fewer fats. High fat diets are linked to heart disease and reducing your fat intake will help you lose weight.
- Keep active and exercise regularly. Adults should be doing 150 minutes of aerobic exercise per week (brisk walking, cycling etc.) and strength exercises twice weekly, these work all the major muscles (legs, hips, back, abdomen, chest, shoulders and arms). Try and get your heart rate up to a level that makes you short of breath for 20 mins, this way you know the exercise is working!
- Stop smoking and limit alcohol. Alcohol is high in energy and may cause weight gain therefore sensible drinking is essential. The recommended amounts of alcohol for people with pre-diabetes and the general population are exactly the same:
 - a. For Men - No more than 3 units/day (no more than 21 units in a week)
 - b. For Women - No more than 2 units/day (no more than 14 units in a week)
 - c. Everyone should have at least one or two alcohol-free days a week.

Making changes to your lifestyle can delay or even prevent the development of Type 2 diabetes and reduce the risk of heart disease too. It is possible to reverse out of pre diabetes, it is not possible to do the same with diabetes.

Think of prediabetes as a fork in the road: Ignore it, and your risk for Type 2 diabetes goes up. Lose a modest amount of weight (5-7% of your body weight), adjust your diet and get regular physical activity, and your risk goes down.

Test yourself on line, if at risk see your doctor for further investigations and advice.

#Preventdiabetes

Dr Mathi Woodhouse

**TYPE 2 DIABETES
KNOW YOUR
RISK**

National Diabetes Prevention Programme

Harrow will be joining the National Diabetes Prevention Programme in **July 2018**. See your GP if you think you might be prediabetic and get referred onto a nine-month programme of tailored dietary and psychological support.



Last year, NW London CCGs engaged with the public and their stakeholders around the following proposals:

- To reduce prescribing of medicines and products that can be purchased without a prescription
- To reduce waste associated with repeat prescribing

The engagement processes gave rise to a number of responses around potential inequalities and risks. To mitigate against these risks, NW London CCGs added the following exempted groups to the proposals. These groups are:

- School age children, if the product needs to be given at school.
- Care home residents
- Individuals with funded care packages that require a carer to administer a medicine or treatment
- Anyone officially declared homeless
- People with a diagnosis of dementia
- People with a diagnosed learning disability
- Following a period of engagement, the programme 'Prescribing wisely' was approved and launched by North West London Collaboration of CCGs.

North West London Collaboration of CCGs have now approved and launched the programme 'Prescribing wisely' which gives rise to 2 significant changes with regards to prescriptions. These are:

1. Pharmacies will no longer be able to request batch scripts on a patient's behalf. Patients must now request their medications for themselves in either of the following ways:

- a. Online - patient access
- b. Drop Off - completing the script request form at reception and handing in
- c. Post

Patient Exceptions are:

- Patients who cannot request their own repeat medicines, and who do not have a friend or carer who can make the request for them
- Disabled patients who say that asking their community pharmacy to request their prescription is a 'reasonable adjustment' under the Equality Act 2010.

2. To stop issuing over the counter medications. This is to save both money and time.

Patient Exceptions are:

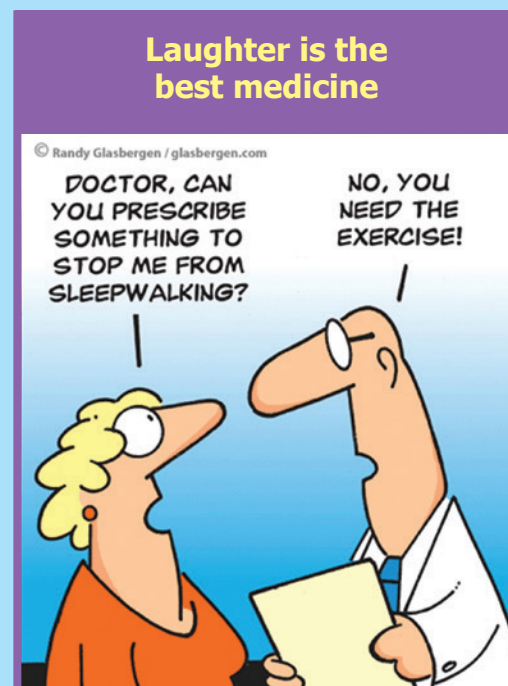
- School age children, if the product needs to be given at school
- Care home residents
- Individuals with funded care packages where a carer is required to administer a medicine or product
- Anyone officially declared homeless
- People with a diagnosis of dementia
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All enquiries relating to these changes can be made to the
NWL Team on: 020 8966 1106 /
bhhcomplaints@nhs.net



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)



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
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