

## The Patients' Association needs your help!

The aim of the Patients' Association is to collaborate with the Pinn Medical Centre in serving our patient community. We do this in a number of ways:

- We provide a transport service for patients with mobility issues.
- We organise educational talks and health fairs.
- We organize social events such as quiz nights for patients and staff.
- We share information through our newsletter, the Pinn Piper and our website: [www.pinnpatients.org](http://www.pinnpatients.org)

The Association is extremely grateful to all our volunteer drivers and Pinn Piper distributors who give so much of their time to support the Association and serve our patient community.

We are particularly grateful to Sheila Cole and Jo Telfer.

Sheila leads the organisation of the transport service with the support of Steve Venus and a dedicated team of volunteer drivers. Jo Telfer co-ordinates the distribution of the Pinn Piper with a team of volunteers who hand deliver copies 4 times a year to almost 5,000 homes around Pinner. Jo's other passion is bee keeping and she shares an article on page 3 about the benefits of honey to our health.

The work we do is not possible without the support of our many volunteers. We desperately need more now that many of our volunteers are getting older.

Please get in touch with Kevin Mahon at [kevin@pinnpatients.org](mailto:kevin@pinnpatients.org) to express your interest in becoming a volunteer with the Association, either as a driver or as a Pinn Piper distributor.

In the last three years we have attracted new Trustees who have added much value to our Board. We warmly welcome another three Trustees, Martin Grossman, Kevin Mahon and Jenny Stephany. All three were elected to the Board at the AGM in June 2018, together with Anita Manek, an Associate Trustee.

Our new Trustees bring a wide range of experiences and skills to the current Board and we look forward to working with them. Read their profiles on pages 2-3.

Jenny Stephany and Yvonne Haines, two of our Trustees, led the launch of our first Carers' Network meeting on 4 October. The aim of the network is to provide advice and support to Carers who are registered patients at the Pinn.

We would like to connect with as many Carers as possible through the Network so do get in touch with us at [secretary@pinnpatients.org](mailto:secretary@pinnpatients.org) to register your interest in joining the Carers' Network.

On page 4 I highlight the highs and the lows of the recent Ipsos Mori Survey on patient satisfaction with the Pinn Medical Centre. The full survey can be accessed through our website at [www.pinnpatients.org](http://www.pinnpatients.org)

*Joanne Daswani* (Chair PMCPA)

### The PMC goes digital

The Practice is now using a new software package that makes contacting patients quicker and easier. The staff, including the admin team, doctors and nurses will be contacting patients directly by text messaging on a number of issues relating to their health, such as:

- Test Results
- Appointments
- Prescriptions

At the moment the Practice only has mobile numbers for about 50 % of patients. Patients can help to speed up the communication process by sharing their mobile numbers with the Practice. They can also reduce unnecessary waiting time by registering for on-line access to the services mentioned above.

Check your contact details with the receptionist on your next visit and make sure your mobile number is up-to-date.



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

## Meet our new Trustees



### Martin Grossman

Martin moved to Pinner with his wife and young family in the mid-1980s and they immediately registered as patients at the Pinn.

Professionally qualified as a Graduate Electronics Engineer, being a 'people person', Martin has spent the majority of his working life in a variety of Sales and Marketing roles within the UK Electro-Technical Industry. For the last few years, Martin has worked for a UK based Semiconductor manufacturer that designs and supplies components into the global communications markets. He is currently responsible for the company's activities in the UK and most of Western Europe and spends a significant amount of time travelling around these areas.

Martin's other interests include many sports (active and passive participation), current affairs and travel. He is looking forward to making a positive contribution to the growth and continued success of the PMCPA.



### Anita Manek

Anita is a fully qualified accountant with over fifteen years of finance experience in the public sector advising multiple stakeholders, both national and international, on a range of matters including financial management, audit, risk management, accounting policy, governance issues, project management, value for money, IT systems implementation and solution design. Her career started at Deloitte (an international accountancy and consultancy firm) where she trained as a professional accountant and was exposed to accounting and tax complexities in various industries.

Connecting and engaging with people from diverse backgrounds continues to be one of the most fulfilling aspects of Anita's career. She hopes to build on this at the PMCPA and, coupled with her professional experience, work with the members to serve our patient population.

On the personal front, Anita is married and has two children.



### Kevin Mahon

A proud Scouser, Kevin set up home in Harrow in 1974. Having married Gretta in 1976, they raised a family of two boys, Keiran and Laurie, and became patients at the Pinn Practice when the team of GPs held their surgery in North Harrow.

Now retired, Kevin followed much of advice he was given - he has undertaken some travel, learned to play a musical instrument, joined a choir, become a better gardener and a better cook and has undertaken some voluntary work - since 2012 volunteering as a driver for the Pinn Medical Centre taking patients to the surgery or to the local hospitals as required. Kevin is now retired from his work as a Headteacher, a senior Education Consultant, and an inspector of schools and local authorities in the safeguarding of children.

Kevin looks forward to the challenging work of joining the Board of Trustees at the Pinn Medical Centre Patients' Association.



## Jenny Stephany

Jenny has lived in Pinner for 25 years taking an interest in local issues and a member of the Pinner Association. She is left handed which may have contributed to her successful work in creative transformation! She has worked in and with the NHS and mainly in North West London. She now has an active interest and involvement in community based support to sustain the human/companion animal relationship for mutual benefit (and shares her home with three rescue cats).

Although no longer working in the NHS she is a lay partner for North West London and has been involved in several working groups – providing lay patient input to help shape healthcare services to align more closely with patient needs. She has a special interest in facilitating health awareness events, chronic healthcare needs (including those of carers) and the potential of social prescribing.

As a Trustee for PMCA, Jenny hopes to contribute to these patient related areas.



## What is honey and how can it help promote better health?

Honey is a complex mix of 80% natural sugars plus minerals and vitamins, 2% pollen as a protein and about 18% water. Most of the sugars are fructose and glucose, the balance of which determines whether the honey is liquid or has crystallised.

A colony of bees requires at least 35lbs of stored honey to get through the winter period, so in order for a beekeeper to harvest and sell honey the bees need to be bringing in an excess of this amount.

Honey is an all-round healing elixir promoting well being as it boost the body's supply of anti-oxidants which are essential for protecting the body against free radicals. A daily dose of a spoonful of honey with a tablespoon of lemon juice in a cup of warm water is a good way to flush your system before breakfast.

Honey is a great remedy for coughs and colds as noted in the daily Telegraph paper 22/8/18, bringing relief to sore throats and flu like symptoms. Most colds will clear up without antibiotics in about 3 weeks, so why not try honey and lemon mixture in warm water. Try adding some grated ginger or a spoonful of whisky, which will ease congestion and give you a better night's sleep.

Honey from local beekeepers is taken straight from a beehive, extracted and strained to remove wax or dead bees, but leaving lots of local pollen in the honey. Honey has long been known to assist hay fever sufferers without any real verification but customers report back to many of our local beekeepers that the relief from taking daily spoonfuls has made life in summer now bearable. The use of fine filters in commercial honey often removes the pollen content which is why people with hay fever find local honey of great benefit. Interestingly a colony of bees may bring in between 50 and 100lbs of pollen in a year, such is their value to pollination of our crops.

If you are interested in purchasing some local honey you may see 'honey for sale' signs around or look for the web site [www.harrowbeekeepers.co.uk](http://www.harrowbeekeepers.co.uk)

Ref: Lorie Croft - Honey and Health 1987; Honey Association 1999; Dr Harry Riches - Medical Aspects of Beekeeping 2000

Jo Telfer



# Patient Satisfaction

The recent Ipsos Mori Survey (August 2018) indicates the PMC is performing comparatively well in most areas of patient services when judged alongside other GP Practices both locally and nationally.

A sample of the results below indicates high satisfaction in three areas when compared to other Harrow Practices.

Question	PMC	CCG	Nat	PMC rating (Harrow)
How satisfied are you with the hours that your GP surgery is open?	90%	75%	76%	1st
Did you have confidence and trust in the GP you saw or spoke to?	91%	78%	79%	2nd
In the last 12 months, have you had enough support from local services or organisations to help you to manage your long-term health condition?	91%	78%	79%	3rd

The appointment system is the biggest challenge for most Practices overall and this is no different for the Pinn. Whether the issue relates to securing an appointment on the day, the length of waiting time for an appointment itself or in seeing a doctor of choice, patient satisfaction is generally lower than in other areas identified in the Survey. An area which compared less favourably with other Practices in Harrow is the PMC's website.

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- 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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[info@carterschemist.co.uk](mailto:info@carterschemist.co.uk)

**Laughter is the best medicine**

"At your age, good health is pretty much a thing of the past. My advice is, find an illness you enjoy."

Randy Glasbergen 2005 [www.glasbergen.com](http://www.glasbergen.com)

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

*Joanne Daswani*  
**(Chair)**