

## Pinn Walk-In Centre at Risk

In the March issue of the Pinn Piper, we congratulated the Pinn Medical Centre (PMC) on achieving its 10th anniversary at its Love Lane site. We commended it for enhancing the range of primary healthcare services introduced over the last decade now offered both to local residents and to others beyond Pinner, 12 hours a day, 7 days a week.

Amongst the most notable of these new services is the Walk-In Centre (WIC), which extends the PMC's value as an indispensable public amenity. The PMC is the only surgery in Harrow that offers this service. This thereby reduces the need for patients having to visit A&E, where each visit costs the NHS around £100, compared to £25 at the PMC.

PMC's Partners have recently shared their concerns with the Patients' Association (PMCPA) about proposed changes to the Centre's contract with LB Harrow's Clinical Commissioning Group (CCG). The Partners fear that under this new contract, the WIC will no longer be affordable in future. This is because the CCG is subject to the new 10 Year Plan that NHS England (NHSE) has begun to roll out. Under this, contracts of all GP surgeries nationally are now under review.

The NHSE's overall ambition is to reduce inequalities in service provision by requiring GP surgeries, large and small, to join forces and form Primary Care Networks (PCNs) that will comprise an aggregate total of up to 30,000 patients. The thinking behind this is that if surgeries share their core functions they will be better able to offer enhanced services to patients within their Network.

The reality, however, is that most PCNs have neither the resources nor the necessary spread of expertise at present to provide such enhanced services to their patients by themselves, let alone offer patients the extended opening hours that the new contracts will also require. Whilst the NHSE's idea of pooling resources in this way looks plausible enough on paper, it could in practice have the opposite effect: namely, of increasing the very inequality that the NHSE's Plan proposes to reduce.

In short, The PMC's Partners have serious doubts whether the practical implications of the NHSE's long-term Plan have been fully thought through.

PMCPA Trustees recently met with Pinner's local MP, the Rt Hon Nick Hurd to argue that the CCG should continue to fund the PMC's now well-established enhanced services - including the WIC - at existing levels for another five years. Its patient population, of over 20,000 within Pinner and those beyond, already benefit from this service.

Moreover, the PMC represents an excellent role model for other GP surgeries to aspire to. Based on its successful experience to date, the PMC is willing to take the lead over the next 5 years in mentoring less-well equipped GP surgeries across Harrow to extend their services to meet the NHSE's future requirements, including having their own WICs.

We invite you to join us at the PMCPA's AGM on **Thursday 20 June at 8pm** at the Pinner Methodist Church Hall to hear more about the NHSE's 10 year Plan and the PMC's proposed response to it, including its progress to date in forming the nucleus of a new PCN with 5 other GP surgeries in Harrow and the benefits of this for patients. There will be opportunities for questions and suggestions after the main presentations. Nick Hurd has been very supportive indeed of the PMC's efforts and will do his best to attend, despite the intense demands at present on all Parliamentarians nationally.

*Joanne Daswani (Chair PMCPA)*

### ANNUAL GENERAL MEETING

Thursday 20 June 2019  
8.00pm

Meet the  
Partners

Topics for Discussion:  
Primary Care Network and  
Walk-In Centre

Nick Hurd  
(MP)  
invited to  
attend

Pinner Methodist Church Hall, Love Lane



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#### 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 two Salaried GP's - Dr Nitha Patel and Dr Aneeta Kaneshanathan.

Dr Patel has previously worked at the Pinn several years ago, and Dr Kaneshanathan undertook some of her training with us as Dr Lakhani's Registrar and is now fully qualified.

We have also just recruited several new receptionists - Sanam Zahid, Harry Webley and Purvi Shah.

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

Dr Jamila Sherif and Dr Shreya Karia are now both on Maternity Leave. Dr Sherif has given birth to a healthy baby boy. Dr Karia has given birth to a beautiful baby girl.

Receptionists Karen Knopf, Shaheen Walker and Kavita Gonsalves have all had a role change.

Karen has now taken on the role of Reception Co-Ordinator, making sure the reception rota is fully covered and picking up the day to day issues.

Shaheen is our Patient Liaison Officer, dealing with any patient feedback or concerns.

Kavita, as Rota Co-Ordinator, spends part of her week sorting out the Doctor's rotas and making sure the walk-in centre is fully covered.

We say goodbye to long-term receptionist Sukhi Modha and administrator Habib Raja, who were both valued members of the team. We are still recruiting for Habib's replacement in the admin office.

We also say goodbye to Nick Wrapson, who was the Interim Practice Manager for 6 months from July-December. We welcome back Hilary Scott as Interim Practice Manager, until June 2019 when Rupa will return from Maternity Leave.

*Sophie Butler*  
**Deputy Practice  
Manager**

## Save yourself a hefty fine!

Please do not park in the Pinn Medical Centre parking bays. These are for staff only and the parking wardens have been ruthless in issuing tickets for non-permit holders.

The PMC are not able to appeal fines issued to patients.

## Do you have a mobile phone?

**Four reasons why we need your permission to text you.**

The Pinn wants to improve communications by going paperless and making better use of technology. Emails are not secure but by using text messages we can ensure our messages to you are more efficient and reliable. Please let us have your permission to text you. You will benefit because:

1. We will get your test results to you as soon as they are ready. You will not have to wait or call the surgery.
2. We will be able to contact you quickly in an emergency, particularly after a hospital visit or the release of a test result.
3. Doctors and staff are increasingly using mobile texts to send reminders for appointments, collection of prescriptions, sharing results and getting messages to individual patients directly.
4. It avoids unnecessary delays through telephone messages and/or with written correspondence.



The Pinn Medical Centre welcomes the Macmillan's Mobile Information and Support Service to Pinner.

The bus will be located in the Love Lane car park on Wednesday 5th June, from 10am to 4pm



Everyone is welcome to use the service. Whether you have a cancer diagnosis, have a friend or relative affected by cancer, or are worried about cancer in any way at all. Macmillan can support you in a number of ways - medically, financially, emotionally and practically.

A team of trained radiographers, dieticians and financial experts will be present to talk to you in confidence, for as long as you need. They will talk about all the Macmillan services on offer or you can simply pick up a leaflet(s) to take away with you.

### The mobile team can help you with:

- Screening and what to look out for, for example signs and symptoms
- Different cancers, their treatments and side effects
- How cancer affects your life, for example: finances or employment
- Talking about your cancer, or talking to someone with cancer
- Being there for someone with cancer, or the support available locally
- Survivorship and recurrence

**All information is free and confidential.  
This is *not* a fundraising event!**

## The University of the Third Age

We are a World Wide Voluntary self-help organisation where people of all walks of life can meet like-minded people to expand their knowledge, share their interests or acquire new skills.

In Harrow we have over 40 classes per month at Harrow Arts Centre, and another 60 in peoples homes. These include Art, Art History, Crafts, Current Affairs, History, Languages, Literature, Life Experience, Music, Science, Mathematics & Computing, Yoga, Tai Chi, Fitness Training, International Folk Dancing, Country Walks and Local Walks.

For full details visit our website [www.harrowu3a.co.uk](http://www.harrowu3a.co.uk) or phone our enquiries officer on **020 8861 3821**

*Georgina Butcher*  
**President, Harrow U3A**



THE UNIVERSITY OF THE THIRD AGE

## Support for Patients with Rheumatic Conditions

Have you been diagnosed as suffering from Polymyalgia (PMR) or Greater Cell Arteritis (GCA)? These are two little understood rheumatic conditions.

Both are auto-immune diseases - PMR affects the muscles whilst GCA affects the arteries to the head. A common view of sufferers is that no one understands how unwell they feel despite "looking so well".

The Harrow / Pinner Support Group invites you to meet fellow sufferers at their regular meetings. Here they offer information, support and the opportunity to discuss the many issues around treatment.

They meet every third Thursday of each month at the Pinner United Services Club on Avenue Road. The meeting starts at 11.30am.

Also please feel free to contact Jennifer McIlvenny for further information. Telephone **020 8866 6401** or email [pinner@pmrgca.org.uk](mailto:pinner@pmrgca.org.uk)



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)*



## Laughter is the best medicine



"What makes you think you got your medication mixed up with your wife's?"



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Repeat Prescription Management Service  
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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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