



Patients First

Lisson Grove
General
Practice
Patient
Participation
Group
Newsletter



What is the patient participation group ?

We are the Lisson Grove General Practice Patient Participation Group. This newsletter will be available to all patients of the Lisson Grove GP Practice. Our principal aim is to promote cooperation between the Practice and its patients to the benefit of both parties.

Inside our newsletter

This is the first issue of our newsletter. In each issue we will aim to provide information that will help patients make best use of the surgery. We are delighted to have a contribution from Dr Henry Mintz and there is also an article from our practice manager Caroline Gunn and practice nurse Emma Richardson about access to services (including A&E). We hope to be able to focus on one medical topic each month. In this issue we include some information on arthritis.

A view from the practice – by Dr Henry Mintz

I was delighted to be invited to contribute to the Lisson Grove Patient Participation Group's first Newsletter. After almost 25 years at Lisson Grove it is a novel experience to emerge from the shadows !

This is a time of great change in the NHS and I cannot pretend not to be apprehensive about the impact of the NHS Bill on our service to patients. One possible effect will be that our familiar faces may become less familiar as we spend more time grappling with management and bureaucracy and less time with patients... we shall see.

Of more local interest is our part in the Church Street Masterplan. The original version Westminster CC envisaged included new building on the Penn House site accommodating health and social/community services. I hear version two apparently has the areas earmarked for health replaced with commercial units. We may be re-located to Lisson Arches. I have a sinking feeling this may be underground ! However it may never happen and in the meantime the Health Centre infrastructure is being improved incrementally by the PCT. It's a pity they are being abolished really !

To give Westminster CC praise where it's due they have promised the Practice some money to improve facilities here and hopefully we will acquire some more comfortable furniture and some medical equipment.

I have some news about the doctors. Dr Adam Bakker is reducing his time here by about 25%. At the end of the year I plan to reduce to half time. We hope to recruit a new full time doctor this year and so

increase our capacity. Finally, Dr Cassy Henderson, is running her first London Marathon and hopes to raise a good sum for the NSPCC. Do support her good cause by visiting virginmoneygiving.com/CassyHenderson Let's see if she can beat my 4 hours and 10 minutes !

Did you know...?

20% of pre booked appointments – the patient never turns up, nor cancels the appointment.

Please note that on the 15th of each month, the following month's pre bookable surgeries are made available.

What is the Surgery Pod ?

Have you ever wondered what the apparatus next to the window in the reception is ? If you need to regularly check your blood pressure or your weight, you can do it yourself here. Just follow the instructions on the screen and on the blood pressure machine and your blood pressure will not only be shown on the screen but will be recorded on your medical records.

As Caroline Gunn, our practice manager, says *"Although some of our patients are now making good use of the Surgery Pod, an open day and patient survey held at Lisson Grove Health Centre last October suggests that many patients may be unaware of the Surgery Pod. This is the machine in reception that asks patients about their health, and can take their blood pressure, height and weight. For repeat prescriptions that require blood pressure monitoring, the hub saves an appointment with the GP or nurse."*

If you need help to learn how to use the apparatus, just ask at the reception desk.

Our on-line repeat prescription service



Take the hassle out of ordering repeat prescriptions

Did you know that you can order your repeat prescriptions on the internet ? It's so easy !

Next time you are in the surgery ask at reception, you will be given a Practice No. and an Access ID. When you are next at a computer, you can register on line where you will be asked to make up a password which you will use every time you order your prescription.

When you want to reorder, log on to lissongrovehealthcentre.co.uk then click on "order your prescription on line" and after entering the Practice No., Access ID and your password, just follow the instructions. 48 Hours later you can collect the prescription from the surgery in the normal way.

Do you have any feedback ?

The Practice welcomes your feedback. In order to improve our service, we welcome both positive and negative feedback. Please ask reception for the relevant forms or complete the section under the NHS choices website. We also welcome views on this newsletter.

I didn't want to bother you, doctor !

In this important article, practice manager Caroline Gunn and practice nurse Emma Richardson outline some issues associated with access to services, out of hours arrangements, and the use of A&E by patients.

The NHS monitors all A&E attendances in order to inform and charge the surgeries for all of their patients treated (or not treated) by acute services. Each week the surgery is asked to review all attendances and ascertain whether information has been shared with the surgery, thus ensuring continuity of care for all patients.

Over a period of 4 weeks from 22nd November to 20th December 2011, there were 234 attendances to A+ E departments by patients registered at Lisson Grove Health Centre (LGHC).

Upon further investigation, it was found that only 118 (50 %) of these presentations were appropriate. In these cases, patients had attended A&E at hours either when the surgery was closed with acute presentations of health conditions requiring immediate treatment and or admission to hospital.

29% were inappropriate, in that a patient has attended A&E during surgery hours, with either new conditions or conditions that had been present for several days or in a few cases, weeks without previous medical consultation. In some cases patients did not even wait to be seen before leaving the A&E department.

When a selection of these patients were contacted, the reasons given for attending A&E during surgery hours included, "not wanting to bother the doctor" "they had been passing A&E", and more commonly were unaware of the

surgery opening hours and access routes.

Lisson Grove Health Centre operate:

- **Morning call back system between 0830 and 1030 every Monday to Thursday, whereby patients can speak to a doctor for medical advice, and be given an appointment for that day when appropriate.**
- **Same morning appointments if you call at 0830 on Fridays and same afternoon appointment if you call at 2.30 that day.**
- **Saturday surgery runs from 0830 until 12.30pm. You need to attend the surgery on Saturday morning to be allocated a time.**
- **Out of hours – call the GP practice and you will be put through to a GP who can deal with your urgent issue.**

Remember it costs between £65 and £134 every time you attend A&E, whether you get treated or not. The surgery is responsible for managing this cost. By reducing unnecessary attendances we would be able to invest that money into more doctor and nurses appointments.



Think before you attend A&E.... Is it really necessary or can your GP or nurse help?

Arriving for an appointment

The Booking in Screen

When you arrive for an appointment at the surgery, do you find a long queue at the reception desk ? The simplest way of

booking in is to use the Touch Screen on the column just in front of the reception desk. Just touch the screen to say if you are male or female, then touch your day of birth, then the month, then the year. Your appointment will then be shown on the screen and you will be asked to confirm and to take a seat. Saves a lot of time!

This newsletter's medical topic – arthritis

This information is taken from the NHS medical site: 'nhs.uk/Conditions/Arthritis'.

Arthritis is a common condition that causes pain and inflammation (swelling) of the joints and bones. The main symptoms of arthritis include:

- pain;
- stiffness;
- restricted movements of the joints;
- inflammation and swelling;
- warmth and redness of the skin over the joint.

In the UK, arthritis is a very common condition, affecting over 9 million people. The most common form of arthritis is osteoarthritis. The characteristics of this condition are discussed below.

What is osteoarthritis?

Osteoarthritis is the most common form of arthritis in the UK, affecting an estimated 8.5 million people.

In people affected by osteoarthritis, the cartilage (connective tissue) between their bones gradually wastes away (degenerates), leading to painful rubbing of bone on bone in the joints. The most frequently affected joints are in the hands, spine, knees and hips.

Osteoarthritis often develops in people who are over 50 years of age. However, it can develop at any age as a result of an injury or another joint-related condition.

The cause of osteoarthritis is not fully understood. One theory is that some people are genetically predisposed to developing osteoarthritis, which means that they have an increased likelihood of inheriting it from their parents. However, this theory has not yet been proven.

If you're interested in reading about some other long term conditions, you may like to visit the Lisson Grove Health Centre web site, 'lissongrovehealthcentre.co.uk/long_term_conditions.aspx'.

Healthy food focus



Roast chicken joints with red onions and potatoes (a quick family meal)

Ingredients:

4 chicken thighs (cut off excess skin & fat); 12 baby potatoes (washed-no need to peel); 4 red onions (peel and cut into quarters or smaller if onions are large); thyme (dried or fresh sprigs if you've got them); garlic (optional); olive oil; balsamic vinegar (optional).

Heat the oven to 180 degrees.

Place chicken pieces, onions & potatoes in a roasting pan. Season well with thyme, salt & black pepper (+ optional 3-4 cloves of garlic). Drizzle over olive oil (+optional couple of tablespoons of balsamic vinegar). Place in centre of oven for approx. 1 hour.

Check after 45 min and turn up heat to 200 degrees if not getting nicely brown. Serve with steamed green vegetable (e.g. broccoli).