



Issue No.2 - Winter 2012/2013

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 is 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 our second newsletter. In each issue we will aim to provide information that will help patients make best use of the surgery. In this winter edition, we are delighted to have a contribution from Dr Kamalarajah. We have an article focused on unpaid carers, and a short feature on befriending within our local community. There is also an article on diabetes, which draws upon the content of the Practice web site. On a lighter note, we have included a new feature entitled Raymond's Column, which will feature occasional jokes and puzzles. There is also a short piece about a former theatre on Church Street, as well as our regular Did You Know feature.

A view from the practice – by Dr Kamalarajah

Thank you for asking me to contribute to the PPG's second newsletter. The first newsletter was read with great interest by many of my patients and I hope that the second will be as successful.



I have been working at Lisson Grove for 12 years now and have seen a great many changes. We were sad to say goodbye to Dr Cassie Henderson in July when she relocated to Hong Kong. Dr Mintz is also in the process of reducing his sessions to work part time. In replacement we have a new full time doctor, Dr Deepa Bala. She is an experienced GP who has worked locally for some years now and so is familiar with our population and local issues.

We are currently grappling with a number of political changes. GPs are now required to undergo revalidation every 5 years and essentially prove that we are fit to practice. This involves a process of '360 degree' feedback, and so you may be asked to complete a questionnaire with your opinion of us.

We are also working towards achieving compliance with the CQC (Care Quality

Commission), which is a government body charged with monitoring that the essential standards of quality and safety are being met in general practice. Towards this we have been: reviewing our processes, rewriting policies and educating staff, with, hopefully the aim of becoming a more efficient and approachable organisation. We do always value your feedback and comment sheets are available from reception.

Did you know...?

| About our | Vital Statistics* |
|--|--|
| Practice list size (the number of patients served by Lisson Grove GP Practice): | Approx. 7600  |
| Morning call back system, whereby patients can speak to a doctor for medical advice: | Approx. 240 triage calls each week.  |
| Home visits by GPs (made when clinically necessary): | Approx. 10-30 visits per week depending on time of year. |

*Source: Practice Manager

Calling all carers !

As much as 12% of the population is undertaking a caring role at any time. A significant and growing proportion of patients of the Lisson Grove GP Practice depend, to a greater or lesser extent, on family, friends or acquaintances, to help them with the various activities of day-to-day living.

The PPG is very fortunate to have a volunteer Carer Ambassador (U Hla Htay) – there are presently 6 Carer Ambassadors* in the London area - as one of its members. In common with other GP practices, the Practice is keen

to get right the support it provides to carers. That means for example, increasing still further, amongst GPs and practice staff, awareness and knowledge of issues facing carers. The challenge is to ensure that the special needs of carers are properly recognised and addressed.

* This is an initiative involving Carers UK, the Carers Trust and the Royal College of GPs. Carer Ambassadors are appointed by Carers UK under the NHS funded Supporting Carers in General Practice Programme. The programme aims to improve the identification and support of carers by GP surgeries.



Revelation #1:
My health isn't all about me...

If you are an unpaid carer and you have constructive ideas on the ways in which the Practice might be able to help you, please do get in touch....and help practice staff to help you. And if you are an unpaid carer (young or old), please tell a receptionist, a nurse or your GP.

100 Years of theatre on Church Street



| | |
|---|---|
|  | 100 Years of Theatre on Church Street |
| 1832 | Royal Pavilion West |
| 1835 | Renamed Portman Theatre |
| 1836 | Renamed Royal West London Theatre |
| 1837 | Rebuilt as Marylebone Theatre |
| 1842 | Theatre Royal |
| 1868 | Royal Alfred Theatre |
| 1870 | Reverted to Marylebone Theatre |
| 1893 | Renovated as West London Music Hall |
| 1895 | Renamed West London Theatre |
| 1932 | Converted to Cinema |
| 1941 | Closes and used as warehouse |
| 1962 | Remains destroyed by fire |
| Today:  | Site of former theatres is understood to be occupied by Church Street Library |

This newsletter's medical topic – diabetes

The text of this article is taken from lissongrovehealthcentre.co.uk/long_term_conditions.aspx, a page at Lisson Grove General Practice web site, where you can also view a video published by Diabetes UK about how to take a blood glucose test.

Diabetes is a long-term (chronic) condition caused by too much glucose (sugar) in the blood. It is also known as diabetes mellitus. There are two types of diabetes - type 1 and type 2.

According to the charity Diabetes UK, more than two million people in the UK have the condition and up to 750,000 more are believed to have it without realising they do.

More than three-quarters of people with diabetes have type 2 diabetes mellitus. This used to be known as non-insulin dependent diabetes mellitus (NIDDM) or

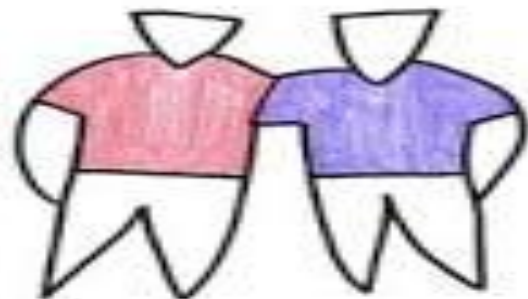
maturity-onset diabetes mellitus. The number of people with type 2 diabetes is rapidly increasing as it is commoner in the overweight and obese, which is itself a growing problem.

The remainder have type 1 diabetes mellitus, which used to be known as insulin-dependent diabetes mellitus.

What's the treatment for diabetes?

It's recognised that the sooner the blood sugar levels are brought under control, the better the long term prospects of preventing damage. Lifestyle advice about diet, weight management and regular activity is the first step. Type 1 diabetes will require immediate insulin therapy, Type 2 diabetes will first be managed with a drug called Metformin, if lifestyle changes alone aren't effective. There are now several other drugs used in type 2 diabetes, although eventually some type 2 diabetics will need insulin therapy as it's a progressive disease.

Befriending and boosting emotional well-being



As many of our patients know, Befriending offers supportive, reliable relationships through volunteer befrienders to people who would otherwise be socially isolated. Your Patient Participation Group thinks that more can be done to build upon these services. If you have any ideas that you would like to contribute, or if you would

simply like to draw attention to an activity or service that has been of value to you (or to someone you know), then please do leave a message for us at the Practice.

Indeed, we may use future editions of this newsletter and perhaps the Practice Notice Boards to let patients know more about specific befriending schemes. For example, here is a message from the Penfold Community Hub, which is located at 60 Penfold Street.

Looking for somewhere in the area to meet up with other local older people ? The Community Hub runs a number of social and befriending sessions every week – no need to book - just drop in when you feel like it.

Every Monday from 2.30pm – Bingo: Eyes Down for a game of Bingo – Just £2.50 gets you six games and a cup of tea and biscuits.

Every Second Tuesday – 11.15 am – Free - Tea and a Talk: Speakers include London Tour Guides, topics such as health and social care as well as finding out what is happening in your local community.

Every Friday from 11.30pm - £2 - Healthy Lunch: Come along for a social get together with a range of healthy foods – including fresh vegetables from the Penfold Garden.

For more information on these and the other activities including exercise, art and crafts , complementary therapies and hairdressing – contact the Community Hub on 0208762 3082 / 07872811106 or send an email to penfoldhub@nhhg.org.uk

Did you miss the chemist ?

Late-Night Chemists



An increasing number of chemists are opening late.

On a weekday Marylebone Pharmacy at 18 Lisson Grove is open from 8.00am until midnight. On a Saturday it is open until 10.30pm. Devonshire Pharmacy at 215 Edgware Road is open from 9am until midnight 7 days a week. Bliss Chemist at 5-6 Marble Arch is open from 9am to 11pm 7 days a week.

Raymond's Column

Here are two jokes from Raymond, one of our long-standing PPG members:

Joke 1:

Patient: It's been one month since my last visit and I still feel miserable.

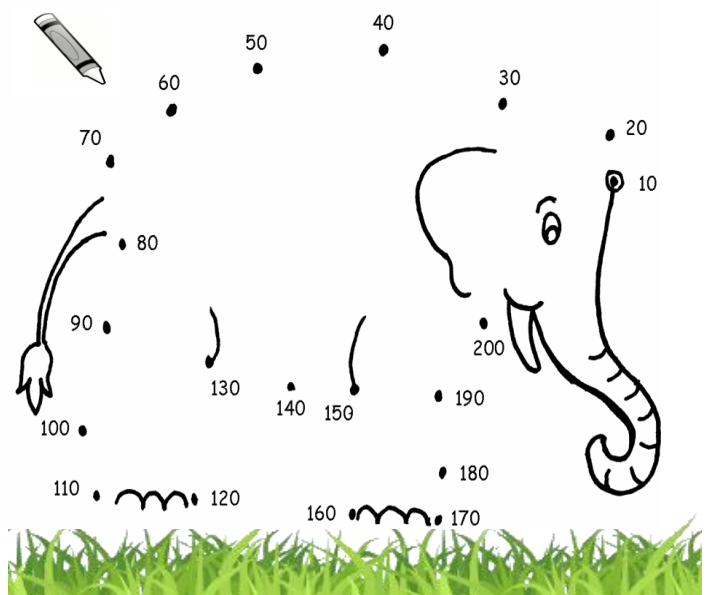
Doctor: Did you follow the instructions on the medicine I gave you ?

Patient: I did – the bottle said “keep tightly closed”.

Joke 2:

A patient told his doctor that he was feeling unwell. His doctor prescribed 3 different pills, one in the morning, one at midday and one in the evening, each with a glass of water. The patient said what's wrong with me? The doctor said you are not drinking enough water.

And here is Raymond's **Children's Corner:** Can you join up the dots ?



Did you know that an African elephant in the wild can eat over 350 kg of food in one day ?