

Acre and Acrefield PPG Newsletter - December 2019

DNA's (Did not attend)!!!

From January - June 2019, 596 patients at Acre and 456 at Acrefield Surgery did not attend their appointment. Not attending an appointment deprives other patients who are in need of appointment. If you find you don't need your appointment or can no longer attend, **Please call to cancel it!**

"A Gentle Reminder"

Referrals should be checked direct by patients.

Once a referral has been given to the patient the Practice can not follow it up!

GP Appointment System

Below is a summary of the different types of appointment offered at Acre and Acrefield Surgeries to enable you to **see the right person at the right time.**

Routine: pre-bookable up to 2 weeks in advance. These could be with the following members of the team

Nurse: smear contraceptive advice, immunisations

HCA: for BP check and follow up, Diabetes foot check, monitoring and lifestyle advise, Diabetes prevention advice, B12 pneumonia and flu injections

Practice pharmacist: medication reviews and advice

Doctors : Ongoing or new medical complaints

If you are unsure the receptionists have been fully trained in signposting and are available to guide you

Telephone: these are booked on the day with the duty doctor and should only be for advice where a face to face consultation and examination is not needed.

Urgent: These are on the day with the duty doctor for conditions which are deemed as urgent, having occurred on the day or within the last few days

Results: if you have an abnormal result the doctor who ordered your test will call you to discuss this and advise further. This usually done once a week, however if it needs urgent attention you will receive a call on the same day

Extended Team

Your local **pharmacist** is part of the health care team who will be able to help you with minor ailments such as athletes' foot and other conditions. There is a leaflet and poster in reception which guides you how best to use this service.

The HUB

The HUB service at Eastcote is an extension of the practice appointment system where you will be seen by a doctor/nurse who has full access to your medical records and documents your consultation in your practice held records. They can order blood tests which your regular GP can see.

REPEAT PRESCRIPTIONS



Repeat prescriptions must be made by written requests. These may be posted to the surgery, delivered by hand, sent by email or by using the Emis System if you have registered. Do ask the receptionist how to register so that you can request prescriptions online!

Have you heard about your Patient Participation Group? PPG?

This is a group of volunteer patients, the practice manager and/or a GP from the practice. The patient participation group meet every 2 months for an hour in the evening to discuss the GP practice and how improvements can be made for the benefit of patients and the practice. Would you like to join?

Please let the receptionist know if you are interested!



This is an exciting time for primary care – life is always changing!

We have recently formed the North Connect Primary Care network. A primary care network consists of groups of general practices working together with a range of local providers including primary care, community services, social care and the voluntary sector. This is to offer more personalized, coordinated health and social care to the local population.

This will be an exciting opportunity to work with our neighbouring practices: Eastbury, Harefield, Carepoint and Mountwood surgeries, at the clinical, administration and patient level. We want to improve patient care through sharing learning and best practice between all our surgeries.



Online Reminder...

The websites for your GP are:
Acre Northwood: www.acresurgery.com
Acrefield Ruislip: www.acrefieldsurgery.com

Let's Prevent Diabetes!



In today's fast paced world where expectations equate to having or getting everything done by yesterday, stressful commutes to and from your workplace, increasing workload, poor sleep patterns and little time to spend with family and the ones you love - relaxing and recharging we find ourselves grabbing those "prepared meals" and "go to" easy foods and snacks so as to save time. This takes an enormous toll on our bodies; so we prepare our food with what we think is good for us and try relaxing and recharging watching TV at the end of the day. The reality is the foods we think are good for us are not. We are eating foods laden with carbohydrates and hidden sugars.

Is it any wonder that people's lifestyles, habits and food choices are causing diabetes to be massively on the rise? Alarmingly only a small percent of the population is being diagnosed pre-diabetic, with the rest slipping through the net, meaning the masses are walking around unchecked and unknowingly at risk of becoming Type II diabetic unnecessarily.

Whether you are living with Diabetes or have recently been diagnosed Pre-Diabetic we have the right care plan for you.

Acre Health Centre & Acrefield Surgery can provide:

- Lifestyle Counselling
- Diet & Exercise Advice
- Pre Diabetic Care & Advice
- Type I & Type II Diabetes Management
- Diabetic Foot Check
- Referrals to NHS Diabetes Education for Newly Diagnosed Diabetics
- Referrals to National Diabetic Prevention Plan for Pre-Diabetes

To book an appointment please call: **Acre Northwood on 01923 820844 or Acrefield Ruislip on 020 8422 5900**

New Doctors

We would like to welcome back Dr Dhashi Thanapal and Dr Aanal Popat both back from maternity leave. Then also a big welcome to our two new doctors Dr Saba Khalid and Dr Saima Naseer-Sheikh who have replaced Dr Sujata Chadha, who has moved on to fresh pastures.

ACREFIELD SURGERY

Delivering Specialist Services With Quality Care

Acrefield Surgery

700 Field End Rd, Ruislip HA4 0QR
020 8422 5900

24 hr Blood Pressure Monitoring Service



At Acre Surgery we act on behalf of the Hillingdon confederation as a hub for all 16 North Hillingdon Practices for providing Ambulatory Blood Pressure Monitoring (ABPM). ABPM is when your blood pressure is measured as you move around, living your normal daily life. It is measured for up to 24 hours. A small digital blood pressure monitor is attached to a belt around your waist and connected to a cuff around your upper arm. It is small enough not to affect your normal daily life and you can even sleep with it on.

What are the Benefits?

By measuring your blood pressure at regular intervals up to 24 hours, your doctor is able to get a clear idea of how your blood pressure changes throughout the day. Also, because you are able to carry on with your normal routine, it avoids the problems of 'white coat' syndrome (where your blood pressure rises because you are feeling anxious about being tested by your doctor or nurse). Care is not only quicker but also locally delivered.

HEALTH FAIR 2020



16th January 2020 10.30am - 16.30pm
@ Northwood Health Centre
10A Neal Close, Northwood HA6 1TQ

Presentations from the Clinical Commissioning Group & My Health Team.

Information & Health stalls from:

- NHS Optical
- IAPT Counselling Services
- Blood Pressure Monitoring
- Plus many more!



All Acrefield & Acre Surgery patients Welcomed!

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