



WANSTEAD PLACE PRACTICE MATTERS – ISSUE 1



Welcome to your very own Wanstead Place Surgery newsletter - keeping you updated with the latest news from your surgery!

WELCOME FROM DR. SHARMA

Welcome to our inaugural newsletter for the Wanstead Place Surgery.

Our staff, as always, work tirelessly to maintain the smooth running of this surgery, and to deliver a very efficient service for all our patients, especially as the recent closure of a local surgery has resulted in an additional workload for all surgery staff. We don't always get everything right, but we are pleased with the results of the recent survey, and have proposed some action points to fine tune (see Patients Survey).

We are very lucky to have an active patients group which is a rarity for the borough, and we are grateful for all the time and effort contributed by the members, and I thank them for producing this newsletter

PATIENTS PARTICIPATION GROUP (PPG)

It has been pointed out that not many patients were aware of our patients group's work and achievements. I hope the newsletter starts to put that right.

Our group consists of patients interested in making this surgery a more efficient and caring environment for all its patients. We meet at least every other month, often have talks from external bodies, and members attend meetings related to NHS issues.

We are one of the most active Patients Groups in the local area, are supported by the practice- as Dr. Sharma attends all our meetings, and the surgery has given us our own notice board in the surgery waiting area. The group has obtained a grant for chair- based Yoga groups, and we also arrange healthy walking groups from the surgery (see picture below) from 10.30 am onwards, every Saturday.

I would like to thank all current and past members of the Wanstead Patients Panel- since it started six years ago- for their time and effort in developing the Wanstead Place surgery.



These are the views of the Wanstead Place Surgery PPG (Edited by Sugra Tahir)

Surgery Update

Electronic Prescriptions

A new computer system was installed at the surgery, earlier this year, to enable our GPs to send out your prescriptions electronically to your pharmacist, thereby giving you a more improved service from your G.P. Electronic Prescription Service Release 2 enables prescriptions to be generated, transmitted and received electronically from the surgery to the pharmacy.

Wanstead Place Surgery was the first practice in Outer North East London to implement this.

Currently, prescriptions are either taken from the surgery by the patient to the pharmacy or picked up by pharmacy staff from the doctor's surgery.

The new system will mean that your prescription will be ready and waiting at your chosen pharmacy when you arrive. We had some initial problems which now seem to be ironed out.

Check to find out if your pharmacy is linked to the surgery.

Paper prescriptions will still be available on request.

Press Release Details

The patients group has campaigned against the proposed parking regimes and been on the front page of the Wanstead & Woodford Guardian. This has reoccurred recently and permit parking is being introduced which we pointed out at the council meeting will greatly affect our patients but is still going ahead!

Details of our Healthy Living Saturday morning walks from the surgery have been found in the Wanstead Village Directory, Tesco, Co-op, The George pub, Wanstead library, and on the High Street notice board.

Booking Appointments

Telephone lines are open Mon- Fri from 8.30 am until 6.30 pm.

The majority of appointments are available at the beginning of the day from 8.30 am onwards, enabling patients to ring on the day they wish to be seen.

Appointments are also bookable 2 weeks in advance.

If you wish to see a particular doctor/ nurse- we will do our best to help.

Please arrive in time for your appointment- late arrival may result in a long wait, even until the end of surgery!

Thank you for your co-operation.

Due to patient feedback the 0208 number has been introduced but there is no queuing system. This was replaced due to the costly 0844 number we had previously.

Missed Appointments

IMPORTANT! MISSED APPOINTMENTS = LOST TIME

06 2012 **140** appointments missed = **23hrs 20mins lost!**

07 2012 **119** appointments missed = **19hrs 50mins lost!**

08 2012 **125** appointments missed = **20hrs 50mins lost!**

TOTAL LOSS OF SURGERY TIME FOR THE 3 MONTHS based on a 40 hour working week per doctor = **1.6 weeks** of valuable surgery time.

Hard to believe that over **140** appointments were missed in June because patients didn't contact the surgery to cancel. **Does that mean that 140 sick patients didn't get to see the doctor because someone couldn't be bothered to pick up the 'phone to cancel their appointment?**

ARE YOU EATING YOUR 5 A DAY?

You should be eating at least 5 portions of fruit and veg every day- if not more! Eat as many different kinds and colours of fruit and veg you like, as often as you like, and in any way you like: fresh, frozen, tinned, dried, juiced, pureed, steamed, lightly boiled, in smoothies, etc.

The list of different fruits and veggies to try is a long one- as are the ways to prepare them.

REMEMBER- don't add rich sauces or fats to your veggies, no sugar or syrupy dressings to fruit, and cream in moderation.

Buy yourself a good recipe book instead!

FLU JABS

If you missed the Flu day clinic on the 6th October **please book your Flu Jab available to the over 65s and persons at risk**

Why Do I Need An NHS Health Check?

Everyone has a chance of developing heart disease, stroke, kidney disease or type 2 diabetes. An NHS health check will help you and your GP/ Nurse to identify your risk earlier. You'll then be given advice on lifestyle and diet changes in order to lower your risk, and live a healthier life. **ARE YOU AGED BETWEEN 40 AND 74**, if so, please make an appointment. Check up includes Blood Test, Cholesterol, Blood Pressure, Weight etc by the nurse.

Patients' Survey- Patient Reference Group (PRG)

At the beginning of the year, a few hundred patients with internet access, have been giving their views on the surgery priorities of what to improve and feedback on Action Points the surgery has put forward. Details were collected by the members of the Patients Group (see picture below). The areas of most concern were getting through on the telephone in the morning and some suggestions to remedy this included more resources, reviewing the telephone system and answering patient queries after 2 pm. Obtaining an appointment is also high on the list of patient frustrations, some suggestions to improve included employing a new GP registrar and highlighting the number of non -attendances or missed appointments. A copy of the report can be found on the surgery website: **wansteadplacesurgery.co.uk** or please ask at Reception.



Say NO! to A & E

All patients are asked to think carefully about whether they need emergency care before visiting A&E.

Not many of us know that the average cost of being seen at A&E is **£92 per patient.**

Clearly, in the event of an accident or emergency, this is the last thing that anyone would worry about, but our **surgery will be charged this amount even if you decide not to wait at the hospital and go home.**

The problem seems to be that many people go to A&E for minor complaints such as sore throats, back pain, flu and stomach upsets. These conditions, for most people, are not emergencies.

Depending on your condition or symptoms, you could find the right help and advice more quickly by using one of the many NHS alternatives in your area. This could include calling NHS Direct, getting help and advice at your local pharmacy, or visiting or phoning your GP. The nearest walk-in centre to Whipps Cross Hospital is the Oliver Road polyclinic in Oliver Road, Leyton.

WWW.NOTALWAYSAAANDE.CO.UK



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Need a home visit (for housebound patients only) or, want to speak to the doctor personally, then call the surgery before 11am on 020 8989 1968.

Round the clock health information can be obtained by calling NHS Direct, a 24 hr nurse- led helpline on 0845 4647.

Medically urgent out of hours calls will be transferred to the Partnership of East London Co-operative (PELC) Out- of- Hours Service. This is a co-operative of local GPs.

You will speak to a nurse who can advise you or pass you onto a doctor. You may be advised to call your own doctor the next day, attend the Call centre near Whipps Cross University hospital A&E or, if necessary, you will be visited by one of the team of doctors.

PLEASE USE THE PELC OUT- OF-HOURS SERVICE FIRST BEFORE GOING TO A&E.

Want to talk about more than one problem, then either book a double appointment or discuss the most worrying problem first, and be prepared to come back and discuss the rest by making another appointment.

DID YOU KNOW?

There are over 8000 patients registered with the Wanstead Place Surgery.

You can get an appointment from 7.30 am onwards on Wednesday mornings and up to 8pm on Tuesdays and Wednesday.

Redbridge Vision hold Golden Age activities for the over 50s. Call 020 8708 0955 for more details.

NURSE PAM

We wish our Nurse, Pam, who has been with us for more than 20 years and was a beloved member of the team; all the best in her retirement. She will be missed by staff and patients alike

USEFUL INFORMATION

YOUR DOCTORS ARE-

Dr. Pradeep Sharma:

BSc (Hons) MB BS LRCP MRCS DRCOG London 1978

Dr. Katja Paepfer-Rohricht:

Med State Exam MRCGP DCH DRCOG DFSRH Berlin 1997

Dr. Ayesha Siddiqui:

B Sc (Hons) MB BS MRCGP DRCOG London 2001

Dr. Balavinayak Mohankumar:

MB BS MRCP MRCGP DFSRH Chennai 2001

PRACTICE STAFF

Practice Manager

Mrs. Sheree Horsey Amspar Diploma

Receptionists

Gail, Suzanne, Sandra Jaine, Sue B. Sue W, Kathy and Angela

Practice Nurses

Joanne Pover RGN 1993

Annette Morris RGN 1997

District Nurse

District Nurses are based at Wanstead Place Clinic – 0208 926 1450

Midwife

Sister Meryl Voo RM FP

Wanstead Place Surgery is at:

45, Wanstead Place

Wanstead, London, E11 2SW.

Tel: 020 8989 1968

Fax: 020 8530 9551

Website: www.wansteadplacesurgery.co.uk

Surgery Opening and Consultation Hours

Telephone	Mon to Fri	8.30am - 6.30pm
Reception	Mon, Thurs, Fri	8.30am - 6.30pm
	Tue, Wed	8.30am – 8.00pm
Consultations	Mon, Thurs, Fri	8.30am - 6.30pm
	Tue	7.30am - 8.00pm
	Wed	8.30am - 8.00pm

Feedback and Comments about Newsletter and Surgery

If you have any comments or feedback about the Surgery, there is a Comments Box next to the Repeat Prescriptions Box just inside the front door.