



WANSTEAD PLACE PRACTICE MATTERS – ISSUE 2



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

Staff News

Dr Sharma has resigned and left the practice - See article below

Following the news above we are very pleased to announce that Dr Paepfer-Röhrich will be the senior partner leading a very experienced team. Her consulting room is now upstairs.

Dr Sandhu will be joining the practice as a salaried GP. Some of you will have met Dr Sandhu when he covered Dr Siddiqi's maternity leave. He comes highly recommended from a practice in Woodford Green.

Congratulations to Dr Siddiqi who gave birth to a 7lb 3oz. baby girl on the 5th February 2013 and to nurse Jo Pover who is back from maternity leave following the birth of her son, George on 20th May 2013.

We would like to extend a warm welcome to our new GP Registrars, who will be with us for eight months in total.

New Opening Times

From the start of November 2013 the practice changed the opening times to the following. This has given more appointments on the busiest day as after the weekend there are always more requests for appointments.

Monday	08:30 to 20:00
Tuesday to Thursday	08:30 to 19:00
Friday	08:30 to 18:30

Diabetic / Asthma / Chronic Illness Clinic

A clinic is now running for patients with these conditions on Fridays between 1.30pm and 3pm. The frequency of your appointments will be based on the control and management of each patient's condition. Please telephone the surgery for an appointment

Doctor Sharma

Sadly, Dr Sharma left the practice on 27th September 2013 after 27 years service, and we wish him all the best in his life for the future. For many patients, Dr Sharma was not just a caring doctor, he was a good friend. He has helped many patients through all the ups and downs in their lives, supported them and laughed with them; and for that we thank you Dr Sharma. He will be missed, but he leaves knowing he has many friends in the practice. A very special thank you and heartfelt good wishes from all your friends in the Patient Group. We are very lucky the baton is being handed over to a great team of experienced doctors. If you missed saying goodbye to Dr Sharma please send a message to wansteadplace.prg@nhs.net and it will be passed on. Any patient registered to Dr Sharma will pass over to one of the three partners of the practice.



Contacting the Patients' Group

This can be done by using the following email address: wansteadplace.prg@nhs.net
You can also leave a letter/note for the attention of Paul Turner in Reception if you prefer.



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Local clinicians get green light to control NHS services

Local GPs in Redbridge have been given the green light to plan and purchase NHS services in the borough from 1 April 2013 onwards.

The Redbridge Clinical Commissioning Group (CCG) is made up of all the GP Practices in Redbridge. Our board includes elected GPs, a senior Nurse, Lay members, senior NHS managers, a Practice Manager and a secondary care Consultant. Public Health and Social Services will also be represented. From April 1 2013, we are responsible for planning and buying healthcare on behalf of our local population, taking over this role from the old PCT

Redbridge Clinical Commissioning Group (CCG) Chair, Anil Mehta said: “We have achieved a significant landmark by being authorised, but of course, authorisation is just the starting point for our CCG. Having achieved this, our aim is to develop the full potential of the clinical leadership of commissioning for the benefit of the population we serve.

“The CCG Clinical Directors and I believe that clinical commissioning gives all of us the freedom to respond, innovate and develop services in the way that best meets the needs of local people. With anticipation of achieving this together, I would like to thank all of you who have been part of this journey so far, and those of you whom I know will deliver continued success into the future.”

The NHS Commissioning Board (now renamed as NHS England), the body responsible for authorising the GP commissioning groups, reviewed the CCG’s policies, visited staff, interviewed its leaders and assessed the work it is doing, and plans to do in the future with stakeholders and patients in the borough.

The Working Week for a General Practitioner

Many people are curious about what their GP does when they are not actually seeing patients so here is a brief snapshot of the busy working life of a full time GP.

1. First of all there are the contracted clinical sessions and a full time GP has to cover eight of

these per week. A session may be from 8.30-11.50am and then from 3.30-6.30pm. As we know from experience these sessions often overrun as doctors don’t always know the nature of the problem. It is difficult if not impossible to conclude a consultation if someone is very distressed!

2. Surgeries have also been running extended hours for some time now. These sessions have to be offered before 8.00am or after 6.30pm. This facility may be extended in the future with GPs working on Saturdays or even Sundays.
3. Telephone consultations also take place daily.
4. Home visits.
5. Administration also takes up time, writing letters and responding to them is an important part of the job.
6. GPs meet up with other health professionals and meetings are spread throughout the working week and may take place locally or in other areas.
7. GPs essentially get funded for so called ‘core’ services. The per capita sum is £75 per patient per year.
8. Extra services attract more funding and this would include provision for maternity, family planning, immunisation and minor surgery. Some of these services such as immunisation only attract extra funding if certain targets are met!
9. GPs get paid for enhanced services which are determined by local need such as the number of patients with diabetes in the area. There are also some national services which are determined by the government; a good example is the initiative to reduce chlamydia.



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Patient Parking

The patient group has been working very hard on your behalf to improve parking for patients. The gravel area being released from the resident parking scheme, but the 11-12 time ban is still restricting sick patients being able to park near the doctors for morning surgery, so we need the ban changed. As well as contacting Parking Officers and Councillors, and speaking at the Area 1 Committee meeting, we have met with MP John Cryer, who has taken on our case, and we wait to hear of any developments. If you would like to have your say, add your support, and add weight to our campaign, please contact one or all of the following.

- **Councillor Chris Cummins (Chair)**
christopher.cummins@redbridge.gov.uk
Tel 020 8708 9762
C/O Members Secretariat, Town Hall, Ilford, Essex, IG1 1DD
- **Parking Engineer: Richard Aveyard**
Richard.aveyard@redbridge.gov.uk
Tel 020 8708 3269
Highways & Cleansing Services, Lynton House, 255-259 High Road, Ilford, Essex, IG1 1NY



Premises Update

The practice building was owned until recently by some of the retired doctors and it has now been bought by the current partners in the practice. We hope to see the practice flourish under the new ownership.

Extended Opening Hours

GP surgeries are now open outside normal hours and this is covered by the "Extended Hours Access Direct Enhanced Service (DES)" funded by the NHS. Extended hours payments to the surgery are based on the number of patients registered at the surgery. Our surgery is paid for 4 hours per week. The current level of payment is only guaranteed until 31st March 2014 and it reviewed annually.

The main opening hours of our surgery are between 08:30 and 18:30, Monday to Friday. These are the core hours, but doctors also get paid to carry out extended hours, which is why there is late opening on Mondays until 8pm and Tuesday, Wednesday and Thursday until 7pm.

At one stage the surgery was paid to open on Saturdays but this stopped a few years ago. When appointments were available on Saturdays there was not a great take up. It was quite surprising that the majority of appointments taken, were by the elderly and not the intended targets of workers who found it difficult to make weekday appointments.

Online Booking Appointments and Repeat Prescriptions

The surgery now can be accessed online by signing up through the following web address:

www.patient.co.uk/access.

The details you will need to input are

- Name
- Address
- Date of Birth
- Password
- A couple of security questions

To start with you will have limited access to just creating one future appointment if available. Once selected you will have the facility to cancel it and also put it in a diary feature. After a few days when your details are confirmed you will be able to view your repeat prescriptions and order the one(s) you require.



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Missed Appointments

Please remember to cancel your appointments if you realise you do not need them.

Every morning many sick patients phone up needing to see the doctor. If you forget or fail to cancel your unwanted appointment, it means that the appointment is wasted while a sick person who needs to see the doctor is unable to.

The numbers for people that did not attend their appointment for **June was 135, July 147 and August 97.**

That is **379** sick patients who would have been able to see the doctor if everyone remembered to phone up and cancel their appointment. It is therefore vital that you remember to cancel your appointment. .

Patient Survey

Patients' Survey- Patient Reference Group (PRG)
A few hundred patients with access to the internet have been giving their views on the surgery priorities of what to improve and feedback on Action Points the surgery has put forward. If you would like to be involved in the next one please e-mail your details to wansteadplace.prg@nhs.net

A copy of the last report can be found on the surgery website: wansteadplacesurgery.co.uk. As soon as the new one is completed it will be posted online.

Newsletter

If you would like to be put on a mailing list to receive future editions of this newsletter please e-mail the patients group on wansteadplace.prg@nhs.net

Useful Information

Your doctors are:

Dr. Katja Paepreer-Röhricht (Senior Partner)
Med State Exam MRCGP DCH DRCOG DFSRH
Berlin 1997

Dr. Ayesha Siddiqi
B Sc (Hons) MB BS MRCGP DRCOG London 2001

Dr. Balavinayak Mohankumar
MB BS MRCP MRCGP DFSRH Chennai 2001

Dr. Saranjit Sanhu
MBBS 1989 LOND

PRACTICE STAFF

Practice Manager
Sheree Horsey Amspar Diploma

Receptionists/Admin.
Gail, Suzanne, Sandra Jaine, Sue B. Sue W, Kathy, Angela and Sandy.

Practice Nurses
Joanne Pover RGN 1993
Annette Morris RGN 1997

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 / Reception	Mon	8.30am - 8.00pm
	Tues	8.30am - 7.00pm
	Wed	8.30am - 7.00pm
	Thur	8.30am - 7.00pm
	Fri	8.30am - 6.30pm