



WANSTEAD PLACE

PRACTICE MATTERS – ISSUE 3



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

Staff News

You may not be aware of the fact that we have two Registrar GPs in the practice, they are here for either one full year or for six months. Dr. Shafaq Zulfiqar (pictured below) also joined us in September 2014 and works 6 sessions per week. At the moment we have one full-time nurse; Annette Morris RGN, as nurse Jo Pover left at the end of September. We are currently looking for another nurse or care assistant to work with us but sadly, there is a shortage of well qualified staff in the area so this may take some time.



The Working Week of a Receptionist

For most of us our first port of call when we wish to see our GP is a receptionist. Most people know that our receptionists answer the telephone and book patients in when they come along to a surgery but there are a number of other very important tasks that they undertake every day.

Administrative tasks include: registering new patients, generating prescriptions, scanning letters onto the system for referrals and chasing up test results. This task in particular, is very time consuming, as getting through to many hospital departments is very difficult and this can be very frustrating! Receptionists attend staff meetings as their work is very much determined by protocols which they have to follow.

These protocols are determined by the doctors in the practice and the Care Quality Commission. Patients often take out their frustrations on the receptionists as we are not always aware of the restrictions which govern their work. Having such close patient contact can be very rewarding but has its problems as well. With greater demands on the health service and sometimes unrealistic expectations of what can be

provided, this can generate tensions for both the receptionists and the patients and we all need to be mindful of this at times. It is worth noting that if you wish to discuss private matters with the receptionists you can ask them to speak to you in the corridor away from the waiting room, this is not ideal but does provide some degree of privacy.

Pharmacy Advice

Your doctor can provide confidential advice and treatment for pregnancies and contraception, but for people who would prefer not to visit their doctor your local pharmacist can provide a range of confidential services.

Boots offer a service which is free for people under the age of 24 and Wanstead Pharmacy for people under 25. These services are provided by trained pharmacists, and include Emergency Hormonal Contraception (The Morning After Pill), with additional Chlamydia testing, and emergency condom distribution from Boots. Other independent pharmacies probably offer a similar service.

Your pharmacist can also offer support to help you stop smoking, or how to cope on a journey where smoking is prohibited.

Your pharmacist will also take the time to chat to you and review any long term medication you are taking and any new medication you have been prescribed, and they can provide special packaging to help you to remember when to take medication. Some medicines are available without the need to visit your doctor and your pharmacist would be happy to advise you.

Some pharmacies offer services which are available from your doctor but at a charge; these can include, cholesterol testing, sugar/glucose testing, coagulation (blood thickness testing), blood pressure and height and weight checks.

Check your local Chemist to see what services they can provide.

Parking Petition - Full Meeting of Redbridge Council Jan 15th

Thank you to all patients and practice staff who signed the parking petition conducted by the Patient Group. The final total was 1619 signatures, which exceeded the 1500 needed to take our situation to full council. Cllr Nijjar, cabinet member for the environment, attended a meeting with Dr Paeprer and the Patient



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Group prior to the council meeting and we thank her for her time and help.

The petition was formally registered within the council and a report was generated. As the petition referred to Health and Safety, recommendations were made in the report by the chief highways officer to remove the 11-12 time ban in the Gravel Area outside the church, near to the doctor, currently mainly taken with business permit holders, and replace it with a pay and display area with the first 30 minutes free. This report was presented to the full Council.

Part of our petition was to request 2 hours free parking zones, the response was that the cabinet had considered this in the past and rejected this, as the council believes the policy of pay and display is a means of effectively controlling short term parking in certain areas. We had requested the first hour free if pay and display was implemented, but as many surgeries across the borough suffer similar situations, pay and display with the first 30 minutes free was felt to be consistent with the rest of Redbridge, and if the free parking would be for a longer period, people could take advantage of this and it would work against patients. With the first 30 minutes free, it was thought helpful for patients to be able to get their prescriptions and go to the surgery for quick visits. The full council including our Ward Councillors voted to support the recommendations

If implemented, patients would have the choice of using the pay and display to park close to the doctor, or to not use this facility and park around the 11-12 time ban in selected areas in Fitzgerald Road and Spratt Hall road. The ban time, for these roads were not addressed by the council. The yellow lines in Wanstead Place would still remain with the 9.30-10.30 time ban for additional parking. Blue badge holders do not have to pay in pay and display areas, so the recommendations would also benefit disabled patients in providing a turnover of free spaces close to the doctor. If implemented, please assist this by moving your car off after your appointments and collecting medication from pharmacies.

Consultations have finished and the results will be included in a report to be considered by the Cabinet member for the environment.

Redbridge GP Service Access

If you need to see a GP out of hours you can now book an appointment during the evenings and weekend by directly calling the following direct access number:

020-3770 1888

Please note: patients will be seen by either a GP or Nurse Practitioner by **Appointment Only**
Telephone lines are open 2-9pm Monday-Friday
9am-5pm Weekends and bank Holidays
Appointments will be made

Monday-Friday 6:30-10pm

Saturday 12-4pm

Sunday 9-1pm

These clinics are not part of a walk in system. The clinic is for urgent conditions usually managed by GP's in primary care only, not ongoing chronic problems (e.g. heart disease, stroke). You will be seen at a local access hub as close as possible to where you live.

Wanstead Hospital

As a result of reorganisation in the NHS it now looks as though Galleon ward will be closed in September, 2015 following the closure of Heronwood ward earlier this year. There has been considerable opposition to this as Galleon ward is more or less fully used at all times. The proposal is to refurbish one ward at King George Hospital with a bed capacity of 35. The concern locally, following this news, is that the future viability of the Phlebotomy and Physiotherapy services at Wanstead Hospital is now in serious doubt.

Healthy Heart

Heart disease is one of the leading causes of premature death in England, claiming more than 18,000 lives a year.

How healthy is your heart? Use the website below to find out if your heart age is higher or lower than your actual age. You just need to input some simple lifestyle information to see how your heart compares to your actual age.

This is collaboration between NHS Choices, Public Health England and the British Heart Foundation

www.nhs.uk/MyHeartAge



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Scans

You may be aware of the fact that a private company has a contract with the NHS to carry out scans. The company, InHealth, is based on Stratford High Street. Most of our scans are still undertaken at Whipps Cross Hospital

Telephone

The current telephone contract has been cancelled and signed with a new company starting November 2015. We are hoping that the new system will improve access to the receptionists as callers will be told what position they hold in the queue. This should remove the need for people to come to the surgery early, before it opens to get an appointment for that day.

SAFETY TOP PRIORITY AT YOUR SURGERY

On a very positive note, The Care Quality Commission (CQC) carried out an assessment on the practice and the conclusion was that the practice was providing a good service. Well done to all!

Contacting the Patients' Group

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

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

Protected Learning Days

You may have seen the notices in the surgery windows saying the surgery is shut on a particular Wednesday for Mandatory Training once a month. We need our Doctors to be kept up to date with new treatments and techniques and this is when it is carried out. Exact dates can be found on the surgery website.
www.wansteadplacesurgery.co.uk

How Do I... Make An Appointment?

The majority of our appointments are available at the start of each day, enabling patients to ring on the day they wish to be seen and be accommodated.

A number of appointments are bookable in advance.

Patients may request their preferred doctor or nurse. The receptionist will endeavour to accommodate the request but it is not their fault that your favourite is fully booked.

We try to keep to our appointment times. Please be aware that if you come late you may be asked to wait until the doctor/nurse can fit you in with the least disruption to the other patients. This may mean that you have to wait until the end of surgery. You may choose to make another appointment.

Making Appointments Online

You can make appointments online. You will need a username and password to access, please contact reception for more information. If you have registered for this service, please use the following link.
<https://patient.emisaccess.co.uk>



How Do I... Cancel An Appointment?

Appointments are precious. If you have to cancel your appointment please try to do it well in advance to enable the receptionist to offer the appointment to another patient.

In the practice telephone system there is an option to cancel your appointment. Please select this and leave a message with your name, the date and time of the appointment and which practitioner the appointment is with.

How Do I... Obtain A Home Visit?

Patients are requested to telephone before 10.30am if a visit is required that day. Emergency visits only will be arranged after that time. Please give the receptionist as much information as possible to enable the doctor to allocate priority to house calls. Please remember that



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several patients can be seen at the surgery in the time it takes to do a home visit.

How Do I... Obtain Test Results?

Test results and letters from local hospitals have to be checked by the doctor. Therefore please telephone for results after 2.00pm. Some tests take longer than others. Your doctor should be able to give you an idea of how long you are likely to wait.

How Do I...Obtain A Repeat Prescription?

Some prescriptions may be repeated without you seeing the doctor. Please post the request (pre-printed list of your medicines supplied with most long-term prescriptions) into the box in the porch. The prescriptions can be collected after 48 hours. (Monday to Friday only) Please plan repeat prescriptions well in advance as urgent prescriptions cause a lot of disruptions. Do be aware that we don't accept repeat prescription requests over the phone.

Local pharmacies offer a collection service for prescriptions. Please speak to your pharmacist.

Electronic Prescription Service (EPS)

You can also sign up for EPS, which enables us to send your prescription to your nominated pharmacy. Please ask a pharmacy of your choice for further information.

How Do I...Get an appointment with a preferred Doctor?

The receptionists will always try to get you an appointment with a specific Doctor but these are not always available. It is a paramount task to care for the patients and this has to be balanced with the other commitments the Doctors have; like teaching/training/local GP meetings. There are limited appointments and the surgery will try for your preferred choice but your health is the highest priority. It is not the Receptionists fault if your preferred Doctor is not available.

Ordering Your Repeat Prescription Online

You can order your repeat prescription online. You will need a username and password to access, please contact reception for more information.

If you want this service, type in the link below:

<https://patient.emisaccess.co.uk>



If you would like more information about the surgery there is a practice handbook on the website which can be downloaded by anyone.

Useful Information

DOCTORS

Dr. Katja Paepfer-Rohricht (Senior Partner)
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
Dr Shafaq Zulfiqar MBBS DFSRH MRCGP

PRACTICE STAFF

Practice Manager
Miss Sheree Horsey Amspar Diploma
Receptionists / Admin.
Gail, Suzanne, Sandra, Jaine, Sue B. Sue W, Kathy and
Angela, Sandy, Jessica.
Practice Nurse
Annette Morris RGN 1997
District Nurses are based at Wanstead Place Clinic –
0208 926 1450

Wanstead Place Surgery is at:

45, Wanstead Place

Wanstead, London, E11 2SW.

Tel: 020 8989 1968

Fax: 020 8530 9551

Surgery Opening and Consultation Hours

Telephone Mon 8.30am – 8.00pm

Reception Tue 8.30am-7.00pm

Wed 8.30am-7.00pm

Thu 8.30am-7.00pm

Fri 8.30am-6.30pm

Current information. Check out the surgery website

www.wansteadplacesurgery.co.uk