



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

Staff News - The role of GP Registrars

We are fortunate to have three GP trainees (Registrars) in the practice as they provide a welcome addition to the part-time and permanent staff. We have two female members, Dr.Mudassir and Dr.Craven and one male, Dr Jivan. GP trainees undertake three years of training before they are fully qualified GPs and the main aspects of their education at the practice is:

- To learn about community based clinical care
- to develop appropriate communication skills,
- learn to manage their time effectively and
- risk assessment.

Initially appointments are for 30 minutes but this gradually reduces to the 10 minute standard appointment which qualified GPs have.

In addition to running surgeries the Registrars also spend half a day each week at a local hospital and one session per week at the surgery with their trainer for tutorials and joint clinics. The Registrars can ask for help and advice from senior staff, mainly their trainers Dr Paepre and Dr Mohankumar) at any time if this is necessary, so patients should feel confident that they are getting a very good service from the Registrars. Many patients feel anxious if they are unable to get an appointment with their preferred GP but this is often because GPs are involved in teaching and training (and managerial duties of course) which is ultimately in the interest of the patients. This enables the practice to offer more appointments with the luxury of having three Registrars and also enables GPs to keep up to date with their medical knowledge and practise medicine to a high standard.

Contacting the Patients' Group

This can be done by using the following email address: ppg45newsletter@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 ppg45newsletter@nhs.net

Out of Hours

When the surgery is closed for medical advice and assistance please call NHS 111 on 1-1-1. They will be able to advise on the action required and arrange an 'out of hours' doctor if required.

Need to see a doctor in the evening or at the weekend? Call: 020 3770 1888

The appointments line is open at the following times:

2.00pm-9.00pm Monday - Friday
9.00am - 4.00pm Saturday and Bank Holidays,
9.00 – 3.00pm Sunday (outside these hours please call 111)

Appointments will be made in one of the 3 centres at the following times:

- 6.30pm – 10.00pm Monday - Friday (all centres)
- **Southdene Surgery:** 1.00pm - 5.00pm Weekends and Bank Holidays
- **Fullwell Cross Medical Centre, Newbury Group Practice:** 11.00am - 2.30pm Weekends and Bank Holidays

These are not walk in clinics, an appointment has to be made by phone before attending

Please call 999 or go to Accident & Emergency for emergencies only.

Aged 40 - 74?

Free NHS Health Check

Even though you might be feeling great, if you're over forty you may be at risk of heart disease, stroke, kidney disease, diabetes or dementia.

A FREE NHS Health Check can help reduce these risks and make sure that you stay healthy.

You are eligible if you don't have any underlying health conditions like diabetes, high cholesterol or treatment for a heart condition.

Please ask reception for a non- fasting blood test form and book an appointment afterwards with the nurse or doctor to complete the Health Check.

TB

Many of us associate TB with another era when poverty and overcrowding were common conditions in many cities and towns around the world. The advent of antibiotics, coupled with the many improvements in housing and nutrition during the twentieth century meant that most of us probably never gave the disease a second thought. Tuberculosis is sadly much more common in the UK than most of us realise, with 6,520 new cases diagnosed in 2014, and an increasing number of people presenting with a drug-resistant form of the disease. Around the world it kills 1.5 million people annually.

At current rates of infection, the UK will soon have more TB cases than the whole of the USA. Around 5,000 of the cases reported each year are among people not born in the UK, but few of those are recent migrants. Because of improved screening fewer people with TB are coming to the UK from abroad. However, the rate of infection among UK-born residents is not going down at all. TB is commonly thought of as a disease of the lungs, but it can affect other parts of the body, including the glands and nervous system and it can cause meningitis. Most forms are treatable with a six month course of antibiotics, but for those who don't receive treatment, TB can be fatal.

Symptoms

One of the problems is that it can take up to two years for symptoms to appear, and then months for symptoms to be recognised and treated. Although coughing up blood is a classic symptom that is often quoted, this is usually preceded by several weeks of:

- a persistent cough
- weight loss and lack of appetite
- night sweats
- tiredness
- running a high temperature.

Clearly if you have any of these symptoms it is best not to ignore them as they are commonly found in other illnesses as well.

Non-Attendance

We are always told that there is a cost for everything and in most cases this is true. Not attending an appointment at the surgery is a cost to the NHS but more importantly other people who desperately want an appointment can't get one. If you can't attend, even at short notice please phone the surgery (it is easier to get through now there is a new system) and maybe someone standing in reception could take your place.

Last month there were nearly 90 non attendances for our surgery. That is equal to 15 hours of consulting time. Please remember to cancel unwanted appointments

Text reminders for appointments
Please give your mobile number to reception and they can ensure that text reminders are sent to your phone

Staff



Congratulations to Sheree, your practice manager who has completed 25 years service with the practice. Some of you who have been a patient for decades will remember that Sheree started her career in reception and has risen to being in charge of all the non clinical parts of the surgery. We send our congratulations.



Expanding the Practice

The practice is hoping to add on two more consulting rooms as well as a larger waiting room and improved access for wheelchair users. Dr Paeprer said "It is an exciting time for the practice and will help us to give a better service to patients".

In the planning permission it includes the request made by the Patients' Group that blood testing be provided and this will hopefully be a service that the new build will facilitate. The plans can be viewed on the Redbridge council planning website

Which Doctor?

Appointments are scarce and your favourite Doctor may not be available. Other Doctors are just as qualified and may look at your issue from a different angle. You have seen the article in this newsletter about the GP Registrars, there have been many excellent comments about them and also they have been recently trained so know all the new techniques.

The Working Day in a Pharmacy

Our patient group works closely with some pharmacies to help with any problems that may occur. We thought it would be helpful to understand what is involved in a day in the life of a pharmacist and dispenser. Many thanks go to those who helped with this article.

When your pharmacist arrives at work, they have to sign in as the responsible pharmacist, this means they are in charge of the pharmacy, controlled drugs and patient safety, and ensure they have trained staff who know what they are doing. Due to the responsibilities a pharmacist holds, a Pharmacy will not open until one is present, even for retail.

The first duty of pharmacy staff, is to open all computers and apps, this opens repeat and electronic prescriptions, text messaging for patients and other services. Once opened, dispensers start to dispense regular repeat prescriptions, then the electronic prescriptions, and once dispensed, they have to claim them.

They then download the previous day's electronic prescriptions, and check them against the regular repeat prescriptions, and put them on the app programme. In between all this, they are dispensing prescriptions, for patients who walk in after a doctor's appointment. Dispensers also visit Surgeries in the area to collect paper repeat prescriptions, sometimes more than once a day, for queries and collection. All prescriptions are checked, to make sure they are correct, and they sign an audit, who has dispensed them, and who has checked them. All the prescriptions that have been collected, and the ones that have just been made up, have to be filed. Once all repeat medication for that day has been made up, they text all the patients to let them know their medication is ready. The pharmacy I spoke to dispenses 2,000 items a week! That's some task! They also date check all medication every week, to ensure nothing is out of date.

All this is done in conjunction with pharmacy staff being available for customer and patient queries and advice. With your pharmacist providing medication reviews, administering vaccines, and giving advice on any new medication, which sometimes means phoning patients at home, to make sure they are taking medication correctly. They also give advice on healthy lifestyles and guide them to services that may be of benefit. All health care assistants for over the counter advice are trained by the pharmacist, and they also train pre- registration pharmacists who do placements.

We thought this would be helpful for us all, that next time we are sitting waiting for our prescriptions, or waiting to talk to the pharmacy staff, we will be a little more understanding. Our respect goes to all they do for us.

Parking Update

The cabinet member for environment has now been replaced by Cllr John Howard. He has informed us, that they are looking at a scheme in Wanstead, and have included parking at Wanstead Place Surgery as part of the proposal.

They are in the process of finishing of the proposals, and he will come back to us when they are published for consultation.

Staff



Changes in reception have seen

- Sandra (above) has been promoted to head receptionist. Congratulations.
- Kathy has moved upstairs to work in Admin.
- Suzanne (reception) and Gail (admin) have left after many years service. We wish them well.
- Sue has joined us in replacement.

10 Minutes

Some complain, some moan and other sit quietly when the Doctor is running late. Each appointment is timed for 10 minutes which include the patient getting into the consulting room. If every patient exceeds this the last person will have a very long wait! The doctors have asked if you could try to keep to the 10 minutes discussing one large issue or perhaps a couple of small ones. The Doctor will not throw you out at the 10 minute time limit but please think of others. If the Doctor thinks your issue is important they will extend the appointment to as long as is required. Please accept their apologies but the patient they are seeing is of the highest priority.

CCG Check Up

On a very positive note, The Clinical Commissioning Group carried out an assessment on the practice and the conclusion was that the practice was providing a good service. Well done to all!

Our Practice Team

Your doctors are:

Dr. Katja Paepreer-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

Ms. Sheree Horsey Amspar Diploma

Receptionists / Admin

Angela, Jaine , Kathy, Sandra, Sandy, Sue B,
Sue CB and Sue W.

Practice Nurses

Annette Morris RGN 1997

District Nurse

District Nurses are based at Wanstead Place
Clinic – 020 8822 4241

Contact Details

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