



Watling Medical Centre

# Watling Medical Centre Patient Participation Group NEWSLETTER

[www.watlingmedicalcentre.co.uk](http://www.watlingmedicalcentre.co.uk)

## Burnt Oak Doctors

Dr Y Saldanha (Female)

Dr A Patel (Male)

Dr S Ahluwalia (Male)

Dr M Khanbhai (Male)

Dr L Goldschmidt (Female)

Dr A Aslam (Female)

## Stanmore Doctors

Dr J Moore (Male)

Dr M Shah (Male)

Dr S Shah (Female)

Dr T Nisner (Female)

Dr J Rusius Male

## Registrars

Dr A Shah (Male)

Dr S Pattani (Female)

Dr B Khatani (Female)

Dr R Patel (Female)

## Practice Manager

Kiran Bakhshi

## Nurse Practitioner

Paula McLaren

## Nurses

Alison Anders, Sonal Tailor

Andrea Callis

## Health Care Assistant

Jing Chen

## Reception Coordinators

Lynn Brown, Stella Agbugba

Jeanette Wyatt

## Burnt Oak

108 Watling Avenue

Edgware, Middlesex

HA8 0NR.

tel: 020 8906 1711

Fax: 020 8201 1283

## Stanmore

42 London Road

Stanmore, Middlesex

HA7 4NU.

tel: 020 8958 4237

Fax: 020 8905 4809

## Chairman of PPG

Hugh Ogus MBE

## Contact PPG

[wmc.ppg@nhs.net](mailto:wmc.ppg@nhs.net)

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## Welcome to the first PPG Newsletter for 2016

In April last year we told you what we are doing to alleviate the difficulty of getting through by telephone. The call centre at Burnt Oak now takes incoming calls for both surgeries. Having dedicated staff dealing with appointments and enquiries frees up the receptionists. Two new reception staff have been appointed and two more are being recruited. At busy times other staff can be logged in as needed to answer calls.

The numbers to dial are unchanged (see the column on the left). Appointments start at 8.30am but emergency calls are answered from 8am, routed through a bypass number to a doctor. A number of morning appointments are always left clear for same day booking.

To improve continuity of care and guide patients to the most appropriate healthcare professional, the practice plans to launch a Dr led triage system within the next few months. Details will be revealed shortly and if you would like to contribute to the consultation process please contact Hugh Ogus at [wmc.ppg@nhs.net](mailto:wmc.ppg@nhs.net)

**Save time** booking appointments or ordering repeat prescriptions. **On line** booking, a fast alternative to telephoning or calling at reception is 'real time' so you access the same appointments diaries as the reception staff. Once confirmed, the appointment is secured and cannot be 'double booked'. Waiting on the phone becomes a thing of the past! Forward booking up to 3 weeks ahead can be at any time but 'same day' appointments are only accessible during opening hours. Find details of the registration process at [www.watlingmedicalcentre.co.uk](http://www.watlingmedicalcentre.co.uk).

## Know your Doctors

### Dr Murtaza Khanbhai

I joined the practice in 2009. I enjoy working with people and their families, developing the long-term relationships which general practice allows. Skin problems are a particular interest and I have a diploma in dermatology. I am a Trainer in general practice and feel Watling benefits hugely from the enthusiasm trainees bring with them.

I work closely with our practice manager, Kiran Bakhshi, to promote high quality patient services in our practice within the restricted resources now available in the NHS. General Practice is a wonderful career and seeing families through their life journeys is so rewarding. Despite all the political and financial difficulties, you can be confident that all the doctors at Watling continue to strive to put our patients first.



### Dr Anup Patel

I have been at the practice for 17 years and am now mainly based at Burnt Oak. I have an interest in all aspects of GP care and also perform joint injections (knees, shoulders, elbows) for patients if indicated. I am a GP trainer, and supervise a new registrar (a doctor training to be a GP) every 6-12 months. I take a lead on our practice finances, ensuring payments from the NHS are chased up, to ensure the practice keeps running smoothly. The way a GP surgery claims its income and organises its expenses is complex and it needs various members of staff to work together efficiently! Finally, on a personal note, I am involved in helping coach my son's local youth football team at the weekend.



See previous Newsletters at [www.watlingmedicalcentre.co.uk](http://www.watlingmedicalcentre.co.uk) for profiles of Dr Y Saldanha, Dr M Shah, Dr S Ahluwalia and Dr J Moore.

## Opening Hours

### Monday

8.30 am—6.30 pm

6.30 pm—7.30 pm for  
pre-booked appointments only

### Tuesday to Friday

8.30 am—6.30 pm

### Thursday (Stanmore only)

8.30 am—5 pm

### Saturday

Please contact reception

Don't be a DNA (Did Not Attend)

Please tell the surgery in advance if you need to miss an appointment. Your thoughtfulness will improve the service we can offer to all.

### Out of hours care

If you have a problem that cannot wait until the surgery opens,

### Dial 111

The NHS 111 service is staffed by fully trained advisers, supported by experienced nurses. They will discuss your symptoms and advise you what to do.

This could include visiting your local A&E department, an out-of-hours doctor, a walk-in or urgent care centre, a nursing service, an emergency dentist or a late-opening pharmacy.

### Your Newsletter

Newsletters are available as printed copies at the surgeries, published on the WMC website and distributed by email. Please tell us if you would like to receive it by email.

Your feedback is important - send us your suggestions for improving the service or what you would like to read about in future issues.

We want to hear from you!

Email to [wmc.ppg@nhs.net](mailto:wmc.ppg@nhs.net)

or write to the Burnt Oak Surgery

### Confidentiality

Watling Medical Centre will never share patient information with any third party without your written consent. Comments sent to the PPG may be shared within the practice.

Please note: the PPG is not an appropriate place to discuss personal medical issues. Consult your doctor directly if you have concerns.

[www.watlingmedicalcentre.co.uk](http://www.watlingmedicalcentre.co.uk)

## A Day in the life of a Practice Nurse – Sonal Tailor

I have now been a Practice Nurse at the surgery for a year and have thoroughly enjoyed learning new skills, gaining more knowledge and most importantly building relationships with patients alongside the Watling Medical centre team! My day includes a variety of skill mix and meeting patients from as young as 8 weeks to up to 100 years old. A typical nursing clinic involves treating people with chronic illnesses such as diabetes and hypertension, cervical cancer screening, childhood immunisations, wound care, ear syringing, travel health, contraception advice and patient advice/education.



One of my interests is travel health. During travel clinics the practice nurses can counsel patients on what immunisations are recommended for the country being visited. As well as immunisations, certain disease outbreaks, malaria awareness, and general health and safety advice is given. See the section below about the travel service.

There is never a dull day in the clinic and end results can be very rewarding. I am excited about my future here at Watling and will always try to embrace the challenges of General Practice, working to provide the best and better care.

### Travel and Immunisation

WMC offers a dedicated Travel Clinic, where our team of nurses can deal with all travel needs. It is important that you are prepared and have all the information and vaccinations required well before you leave. We are also a recognised Yellow Fever Vaccination Centre and offer the yellow fever vaccination along with any other vaccinations you may require.

You should allow at least 5 weeks prior to any travel to book your appointment - more if you have a complicated itinerary or are visiting a number of countries. This is because you may require a course of vaccinations.

We also offer an e-mail service for travellers with e-mail access ([travel.watling@nhs.net](mailto:travel.watling@nhs.net)), where you can e-mail one of our Travel Nurses about your itinerary, or simply to check whether your vaccinations are up to date. We aim to send you an email response within 3 working days of your query being received.

### Health Champions

The practice has recruited some new volunteer Health Champions who will be in the waiting room of the surgery, offering information & advice on a wide range of non-medical issues. A Health Champion is an ordinary person, like you, who has had training to be able to offer basic advice on health and wellbeing. They can also signpost you to services/organisations that may be able to offer further advice and assistance on many issues that can affect your health and wellbeing. They will be available in GP practices on certain days to provide advice and days and times will be advertised on the practice website and notice boards. This is an exciting new venture for us, working closely with our community organisation, recognising that individuals have many needs which can impact on their health but which can often be dealt with without an appointment with a health care professional. Please make them feel welcome when you meet them! If you are interested in becoming a Health Champion, please speak to Paula McLaren, our Nurse Practitioner.

### Staff News

We welcome Dr J Rusius at Stanmore and Dr A Aslam at Burnt Oak, both formerly Registrars. Dr A Shah, Dr R Patel, Dr S Pattani and Dr B Khatani are new Registrars. Registrars are fully qualified doctors who, after recent specialist experience in hospitals, have committed to general practice as a career. They are attached to the practice under a supervising GP.

Andrea Callis has joined as a Trainee Practice Nurse.

Amelia Hall, Healthcare Navigator, has left and is now working with related services in Brent.

Kiran Bakhshi, Practice Manager, is leaving as she is moving away from London. Her diligence and competence will be a hard act for her successor, yet to be appointed, to follow.

### Your PPG

The NHS plan for patient participation is to ensure that patients are involved in decisions about the range and quality of services provided and commissioned by their practice. It aims to encourage and reward practices for routinely asking and acting on the views of their patients. This includes the patients having a say in decisions that lead to changes to the services their practice provides or commissions. This proactive engagement of patients is through the PPG, the forum that gives patients an opportunity to feedback their experience of WMC services. Please email Hugh Ogun at [wmc.ppg@nhs.net](mailto:wmc.ppg@nhs.net) for more information.

**Date to note:** Thursday 3 March, Annual General Meeting open to all, 6.30 pm at Stanmore.