



Watling Medical Centre

www.watlingmedicalcentre.co.uk

Watling Medical Centre

Patient Participation Group

NEWSLETTER

Issue 4

Autumn/Winter 2016

Welcome to the Autumn 2016 Newsletter

From the Chairman:



It is already two years since we started this series of Newsletters to be a useful link with your surgery, covering a variety of topics to guide and inform you. PPGs promote good communication and relationships between the practice and its patients and we benefit from a firmly established and supportive PPG at Watling Medical Centre. The partners in the practice, our doctors, want the word 'Participation' in our title to mean just that, to give patients a voice in how the services provided can be managed in the best interests of all parties. Communication is two way and you can be part of this, simply participating in a general meeting once a year or showing more commitment by joining the core committee. If you would like to be added to the PPG mailing list, or just want to make a constructive observation, please email me at wmc.ppg@nhs.net Feedback

is valuable and we are keen to hear from you.

Since our last issue, we have welcomed a new Practice Manager, Sanja Todorovic, who introduces herself below. For the recruitment process that led to Sanja's appointment, the partners invited me to join the interview panel, illustrating beyond doubt the value they place on input from their patients. The practice recently was inspected by the CQC (Care Quality Commission) - CQC monitors, inspects and regulates health and social care services, a sort of NHS equivalent to OFSTED – and the inspectors interviewed three of us from the PPG committee. The full report will be published later in the year but initial comments indicate a good outcome.

The national media are always reporting a shortage of GPs and the pressures on those in practice to cope with rising demand. WMC strives to provide outstanding clinical care and one way all can help to free up doctors' time is to consider whether an appointment with a nurse or even a chat with your local pharmacist (no appointment needed!) might meet your immediate need. Our secretarial and administrative staff can often advise and there is a wealth of guidance on the practice website www.watlingmedicalcentre.co.uk about minor ailments, who to see, self help and links to other resources.

Sanja Todorovic

Born in Sarajevo, former Yugoslavia, I came to London back in 1994. I braved the uncertainty of a foreign language and environment and with the help of the system and some dear friends I completed BA in Russian Language and Literature at Queen Mary and Westfield College. I joined Watling Medical Centre as a Practice Manager back in June 2016. I have been working in NHS since 2006, first as a part of Central London Practice Based Commissioning and for the last three years as a Practice Manager. I really enjoy my work. Trying to navigate the complexities of NHS and its ever changing world in order to provide quality care for our patients can sometimes be difficult and stressful. However, I sincerely enjoy working with and meeting people from all walks of life and still believe that what we do will make a difference to someone's life. Therefore, it makes it all the more worth it. Books and contemporary art are my playground as long as I can fit it in between school runs, cooking and visiting parks.



Don't be a DNA (Did Not Attend)

Please tell the surgery in advance if you need to miss an appointment. In the last year we had 1,965 lost appointments. This equates to just over 390 hours of lost doctors' and nurses' times. Please do not be a part of this unfortunate statistics.

Burnt Oak Doctors

Dr Y. Saldanha (Female)

Dr A. Patel (Male)

Dr S. Ahluwalia (Male)

Dr M. Khanbhai (Male)

Dr Amit Shah (Male)

Dr J. Rusius (Male)

Dr A. Aslam (female)

Stanmore Doctors

Dr J. Moore (Male)

Dr M. Shah (Male)

Dr S. Shah (Female)

Dr T. Nisner (Female)

Dr L. Goldschmidt (Female)

Registrars

Dr C. Sartori (Male)

Dr K. Patel (Female)

Dr S. Luks (Female)

Practice Manager

Sanja Todorovic

Nurse Practitioner

Paula McLaren

Nurses

Alison Anders, Sonal Tailor
& Andrea Callis

Health Care Assistant

Jing Chen

Reception Coordinators

Lynn Brow, Stella Agbugba
& Jeanette Wyatt

Burnt Oak

108 Watling Avenue

Edgware, HA8 0NR

Fax: 020 8201 1283

Stanmore

42 London Road

Stanmore, HA7 4NU

Fax: 0208 905 4809

Tel (both surgeries):

020 8906 1711

Chairman of PPG

Hugh Ogus, MBE

PPG Secretary

Lisa Goldstone

Contact us on

wmc.ppg@nhs.net

Opening Hours

Monday

8.30am - 6.30pm

6.30pm - 7.30pm (for pre-booked appointments only)

Tuesday to Friday

8.30am - 6.30pm

Thursday (Stanmore Only)

8.30am - 5pm

Saturday

Please contact reception

Out of Hours Care

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

Dial 111

The NHS 111 service is staffed by a team of fully trained advisers and supported by experienced nurses. They will discuss your symptoms and advise you about next steps.

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

Please bear in mind that A&E services are for urgent need only.

On-line services

Did you know that you can book your appointments and order your repeat prescriptions on-line?

Next time you visit the surgery, bring a proof of identity and ask a receptionist to give you your log in details.

You can also download an app and book your appointments on the move.



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.

Know your Doctors



Dr Shivani Shah

I have been working at the Watling medical Centre for 5 years. I first completed my registrar year at the Burnt Oak surgery and then joined the team at Stanmore. I enjoy working in partnership with my patients to provide good clinical and holistic care. I am particularly interested in children's and women's health. I am hoping to start fitting the contraceptive coils and doing joint injections at the surgery soon. I have 2 small children aged 3 and 1 and so my free time is spent keeping them occupied and entertained!



Dr Tamar Nisner

I started working at the Watling Medical Centre 3 years ago, shortly after completing my training in general practice. I mainly work at the Stanmore site and have enjoyed getting to know the patients. I have an interest in woman's health and have helped set up a contraception clinic in the practice, where we are able to fit coils and implants for women. I am also currently doing a part time masters at Kings College London in Medical Ethics and Law, which has helped look at my practice in a new light. In my spare time I look after my two boys who are aged 7 and 5. We enjoy going to museums and walking in the countryside.

Watling Medical Centre Health Champion— Marcela



My name is Marcela and I am a volunteer Health Champion. I am currently based in the Burnt oak Surgery. I spend most of my time in the waiting room talking to patients, introducing and promoting Health Champions as a new part of the practice's wellbeing service. Our role is to support some of the social aspects that affect individuals and signpost them to organisations and services which can help them.

It is important to stress that we are not medically trained, although we do get loads of training and support that help us to do our job. The Booklet of local Barnet services that I put together from available resources makes our job easier as it help us to navigate patients to services that they might benefit from. It could be a jolly service like

knitting club or a lifestyle changing services; work clubs, childcare or mental help support organisations.

What really motivates me is positive response from patients and of course Watling surgery staff. I have been volunteering for over 6 months now and I knew that the project was on its way to success when patients started coming to surgery asking for help from the Health Champion. There is no need for an appointment, patients just come and see us on the day we are in the surgery and they get help or at least are able to explore their options. I am hoping that in the future this work will help support the work of the GPs, Nurses and other practice staff by offering patients the opportunity to get support for non-medical problems before they begin to impact on their health. We are always looking for new health champions, so if you have some time to spare to volunteer, please call the surgery and they can put us in touch.

Flu Season

We are now at the beginning of flu season and this is the perfect time to have your flu vaccination. Have you had yours yet? If you are 65 and over or if you have an existing medical condition, you are pregnant or care for someone who is at risk, flu can be dangerous. That is why you are eligible for a free flu jab. **Our next flu walk-in clinics will be on:**

Sunday, 9th October, 9am-12noon at Stanmore branch

Saturday, 15th October, 9am-12noon at Burnt Oak branch

If you cannot attend on those days please call our reception and book an appointment at any time with one of our nurses.

Our Patient Participation Group (PPG) has become a part of practices' milieu. However, we still need more members to make it as representative as possible and to have our voices heard better.

If you would like to become a PPG member please hand this slip back to the receptionist and someone will be in touch with you.

Yes, I would like to become Watling Medical Centre Patients' Participation Group member.

Name _____

Phone number _____

E-mail _____