



# really HEALTH ^ MATTERS

MESSAGE FROM THE NEW CHAIRMAN: HOWARD LYONS CBE

## Taking responsibility for your health

When I first started working in the NHS in the 1970s, the top concerns preoccupying citizens of the UK were the Cold War, IRA and Palestinian terrorism, immigration, the price of petrol, inflation, unemployment, trade union power, strikes and industrial relations. The NHS was not even in the top six.

Nowadays, you can't watch the news or read the paper without an item about our National Health Service. Whether its about the availability of new drugs, financial shortfalls, patients from overseas, cancer death rates, staff shortages, long waits in A&E, not a day goes by without a news item about the NHS on our front pages. Alongside the recent newcomer Brexit, the NHS is the top issue in the minds of most citizens on a day-to-day basis.

Maybe its because we have fewer strikes or we have become used to the high price of petrol and the other issues are less pressing but there is no doubt that the NHS is something that concerns us all and we all have a view about it, usually based on our last encounter or what a friend or relative has recently experienced.

To listen to the commentators and the critics, you would think we have a pretty poor health system in this country. And most people have a horror story or two.

### NHS the best in the world?

Yet there is no doubt in my mind, having worked in over 70 countries in healthcare in the past 40 years, that we have one of the best and most cost-effective health systems in the world. You only need to talk to people in other countries to find out how fortunate we are. The Commonwealth Fund of New York published research in 2014 showing we have the best system based on Quality, Access and Efficiency when compared with 11 major countries including the USA, Canada, Australia, France, Germany, Switzerland, the Netherlands and Norway. Yes, we could spend more on the NHS but that would mean taxes going up which wouldn't be too popular.

The one indicator where we scored lowest was on Healthy Lives. Maybe we are less worried about getting sick than people in other countries because care is free at the point of need so we don't look after ourselves so well. But if we are looking to improve the health of the nation without raising taxes and spending more on the NHS, the answers lie with ourselves. We need to look after ourselves more. Better diet, more exercise, less alcohol, better use of online apps to monitor our health.

### From Good to Outstanding

Following my retirement from Healthcare UK in March, I agreed to attend the last AGM of the PPG at the request of James Bowen, the outgoing chair, because I was keen to know how we in Northwood could work together with our GPs at Eastbury Surgery to improve health outcomes for the people who live in Northwood. The report by the Care Quality Commission referred to in our last Newsletter had given Eastbury Surgery a rating of Good in four out of five categories

but with one category, Responsiveness to People's Needs, rated in need of improvement. The Surgery has worked hard to improve patient access over the past six months and is expanding the online appointment booking system. But we all agreed at the AGM that, in a relatively prosperous part of the country like Northwood, we should be aiming for Outstanding in all areas.

So we agreed that's what we should be aiming for in the next two years and on that basis, I agreed to become Chairman. Our first task is to improve communication with all the patients registered at Eastbury Surgery so that you can tell us what your needs are and we can help you to take more responsibility for your own health, with the advice and guidance of the professionals based at Eastbury. So we need to get more people signed up online (see item below).

The second task is to help the Surgery to implement what the CQC recommended in developing a Strategy to realise the vision of high-quality care and the promotion of good outcomes for patients. The process for developing this strategy is outlined below.

### Our PPG Needs You!

I hope you will engage with the PPG as we start to organise more public meetings and make more information and discussion opportunities available online so that every patient of Eastbury Surgery can help to improve the quality and effectiveness of services provided by the Surgery and take greater responsibility for his or her own health.

## STRATEGY AND THE GP PATIENT SURVEY 2016

The Chief Inspector of General Practice in his report for the Care Quality Commission earlier this year recommended that Eastbury Surgery should develop a clear strategy to deliver the practice vision. In July 2016, IPSOS Mori published their detailed findings from a survey of 850,000 patients across England (see [www.gp-patient.co.uk](http://www.gp-patient.co.uk) for the full report) which can be used as a baseline for the establishment of such a strategy. The survey showed Eastbury performing **below** the national and Hillingdon CCG average on such issues as the percentage of patients who:

- find it easy to get through to the surgery on the phone
- describe their experience of making an appointment as good
- usually wait 15 minutes or less after their appointment time to be seen
- are satisfied with the surgery's opening hours
- describe their overall experience of the surgery as good

On the other hand, Eastbury was rated **above** the National and CCG average for the percentage of patients who say the last GP they spoke to was good at

listening to them and good at explaining tests and treatments.

It is intended that the ratings should be used to show what the surgery's current status is together with a description of all the services currently provided; then the GPs in the practice will set out what their targets are to fulfil the vision commended by the CQC; and then finally propose how those targets will be achieved - with the help and involvement of the PPG - over the next three years.

We will keep you posted on progress and invite your comments through the PPG when the strategy starts to take shape.

## SURGERY NEWS

**New Faces** Over the past six months there have been a number of changes in the staffing at the surgery. Following the retirement of Dr Di Monaco back in June, Dr Hamilton was appointed. Dr Hamilton however is moving North. Dr Eddie Guzdar has been appointed in her stead and started at Eastbury Surgery on Tuesday 1<sup>st</sup> November 2016. The surgery has also appointed another practice nurse Mary Olanrewaju who works on Tuesdays and Fridays.

**Contact Details** A text messaging reminder service is available for appointments booked for patients. **Please make your mobile phone number known to the Surgery.** If your number or address has changed, please inform the surgery reception staff so that your details can be updated on our records.

### Prescription Requests

**The surgery is experiencing a lot of urgent requests for prescriptions from patients. Urgent requests for prescriptions should be left with the reception staff and the doctors will action them after 2pm each day. This will avoid the doctors being disturbed during their clinics as it is not clinically safe. This will also assist in reducing waiting time for patients between consultations. Please note that the prescription request will not be actioned immediately.**

**On-line Appointments** Many more routine and Saturday appointments are now available online. Please complete a patient online access form at reception to receive your individual login details. Patients are also able to view their test results, immunisations and request prescriptions online.

**Inoculations** Please contact the surgery to make an appointment for your vaccinations, especially your flu jab!

**Health Screening** Patients are requested to please act on any of their health screening requests/appointments and not ignore them until its too late. This includes bowel and breast screening, and cervical smear appointments.

**Surgery Website** Self help advice and information on chronic diseases is available on the surgery website at [www.eastburysurgery.nhs.uk](http://www.eastburysurgery.nhs.uk)

## PPG MATTERS

**New Executive Committee** Following a number of resignations at the AGM in June, some roles have been re-allocated

Chair	Howard Lyons
Vice-chair (& membership)	Harry Temmink
Secretary	Anna Sharma/Normandale
Newsletter co-ordinator	Mithu Chellaran
	Ann Bailey
	Ann Temmink
	Lesley McLeod
	Susan Bradshaw



**Funding** Since our major expenses to date have been postage and printing and Hall hire, we have asked the Surgery Partners whether they can fund these expenses directly from the Surgery; we would still provide the material and do envelope stuffing and so forth but hopefully, if the Partners agree, this way of dealing with our expenses obviates the need for a Treasurer.

**New Members** If you know of someone – a neighbour perhaps or someone in your family - who has not yet joined the PPG, please tell them to visit the website ([www.eastburysurgery.nhs.uk](http://www.eastburysurgery.nhs.uk)) and scroll down to the Have Your Say tab on the right hand side of the opening page. Click on Patient Group then complete and submit the Sign-Up Form Online.

And if you want to get more involved in planning PPG activities over the coming year, please get in touch (see below)

## NEWS ROUND-UP

**MetroHealth Network** Changes are afoot in the MetroHealth Network, of which Eastbury Surgery is a member, with plans to establish a Federation in North Hillingdon to come into operation by 1<sup>st</sup> April 2017.

The Federation will generate plans for service improvement and provide patient information through its website and help to standardise practices across Hillingdon as part of the recently published Sustainability and Transformation Plan for North West London. Every region in the country has been required to produce its own STP as part of NHS England's 2020 Vision for affordable, high quality, integrated health and social care.

## CONTACTING THE PPG

If you have any comments on the topics in this newsletter or suggestions you may have, please contact via email the Chairman [howardlyons@msn.com](mailto:howardlyons@msn.com) or Secretary [anna.sharma@btinternet.com](mailto:anna.sharma@btinternet.com).

Alternatively, you can leave any messages for the PPG in the PPG box in the surgery reception area (next to the checking-in monitor).