

A Patients Participation Group

This is the second Newsletter produced by the Lawson Practice Patients Participation Group which was formed in 2008. The group meets monthly to exchange and discuss views about the services provided in the Lawson Practice. The Practice Manager (Yvonne Pope) and Dr Tomlinson meet with a diverse group of patients registered with the Lawson Practice who represent a mix of gender, ethnic groups and age groups – and between them experience pretty well all the services offered by the practice.

The purpose of such groups is to discuss general developments in the Practice, to be aware of the wider context in which the Practice has to operate and to act as a sounding board and a channel for communication with the patients. It should be stressed that this is not a place to discuss individual patients' concerns or issues. Patient Participation Groups are being formed in a growing number of practices and there is a National Association for Patient Participation (NAPP) which we have joined. It has a website (www.napp.org.uk) which gives a good introduction to the aims and objectives of Patient Participation Groups.

We hope to plan more activities to help develop a regular channel between the Lawson Practice and its patients, especially when the extension to the practice building has been built. So more about this will follow soon and details will be posted on a notice board in the Surgery.

Swine Flu – some facts and what to do



For the vast majority of people it is like any other flu – sudden high fever (over 34°C or 100.4°F) and a sudden cough. You may also have aching muscles, chills, a headache and a runny nose. In most cases you should stay at home, take paracetamol-based cold remedies to reduce fever and other symptoms, drink plenty of fluids and get lots of rest and the flu passes in about three to five days. BUT, some people with asthma, heart, lung and other chronic diseases are at higher risk from

Swine Flu. For more information visit <http://www.nhs.uk/Conditions/Pandemic-flu/Pages/Symptoms.aspx>, phone **NHS Direct** at any time on **0845 4647** or the **Swine Flu Info Line** on **0800 1 513 513** and if you are concerned **telephone (don't come in to)** the Lawson Practice to speak to a doctor.

Did you know?

1. The Lawson Practice has over 10,300 registered patients, living within about 2 kilometres of the Practice. A lot of people move in and out of the area, so over 3,000 patients leave and join the practice every year.
2. There are over thirty staff working here, including the doctors, the nurses and the administrative staff.
3. The average number of appointments per patient per year is about six, which is a high average. This reflects both the variety of on-going services provided and the high proportion of patients needing continuing care.
4. When you speak to the Reception staff you can specify a named doctor as your first and second choice for appointments.

The staff

We thought it would be a good idea to do a short introduction to the staff and in each Newsletter we will feature some of them.

Dr Jane Wilkinson



I joined the Lawson Practice in 1997 to cover for Dr Gore who was taking a month off on paternity leave and I have never left. Since working here I have had three children - Rebecca 10; Molly 8; and Joe nearly 5. I work mostly mornings so I can pick up the kids from school. I love working here and meeting the challenges of the change which is happening at present in the NHS.

Jaynes Mwaniki, Practice Nurse



I have been a practice nurse for about three years and enjoy working as part of a team with the nurses and doctors and together being involved in the different clinics. These include hypertension, chronic heart disease, Warfarin and the baby immunisation clinics. I started off

by working in the community and therefore enjoy visiting patients who are house bound.

Donna Camilis, Senior Receptionist



I have worked for the Lawson Practice for the last nine years. I find my job most rewarding and enjoy patient contact. I also work as part of the Administration Support Team. Monthly I send out letters to the 14 and 16 year olds informing them of the sexual health services that the Lawson

Practice and other services in the area provide.

The doctors column

We thought it would be a good idea to cover some items about the practice in each newsletter. This time we are focussing mainly on the responses to the recent patient survey.

Annual Patient Satisfaction Survey

All GP Practices in England have to complete this survey each year for the NHS. 278 patients completed the Lawson Practice questionnaire this year and in general the Practice staff were disappointed to see that the responses were not as strongly positive as last year. We do have about 1000 more patients this year, with the same number of doctors, because at present we do not have room to accommodate any more. Hopefully this will change when the extension is built (it is now about to go ahead – see below).

As noted above the Lawson Practice deals with a higher than average percentage of disadvantaged patients and has above average long-term ill and house bound patients on its list – all things that do not rate in the allocation of funds but do take time. In fact about 20% of patients occupy 80% of the appointments. The average number of appointments/year/patient is high at 6 and a good number do need to attend every week.

The L3PG has reviewed the responses to the survey with the staff and has learnt that the following changes are proposed by the Practice:

Overall it is recognised that there is a need to reduce the waiting time before patients can obtain an appointment, to reduce the time people sit in the Waiting Room and to improve the quality of follow-up information.

Hopefully from a date in September, opening hours will be increased to give three consultation shifts per day from Monday to Friday inclusive, as follows:

**8:00 – 11:00am;
12:00 – 3:00pm;
4:00pm – 7:00pm
(or maybe 5:00pm – 8:00pm)**

**In addition there will be a Saturday session:
9:00 – 12:00 midday**

This means that each Consulting Room will have 45 appointments every weekday, rather than 34 as at present, and also means that GPs will do from 6-9 shifts per week each and have to be working over a wider range of hours.

In addition, if patients can use the automatic Check-in system it will be easier for patients to know of any delays. **The Patients Participation Group has agreed to do sessions in the Waiting Room to help people to get used to using the system.**

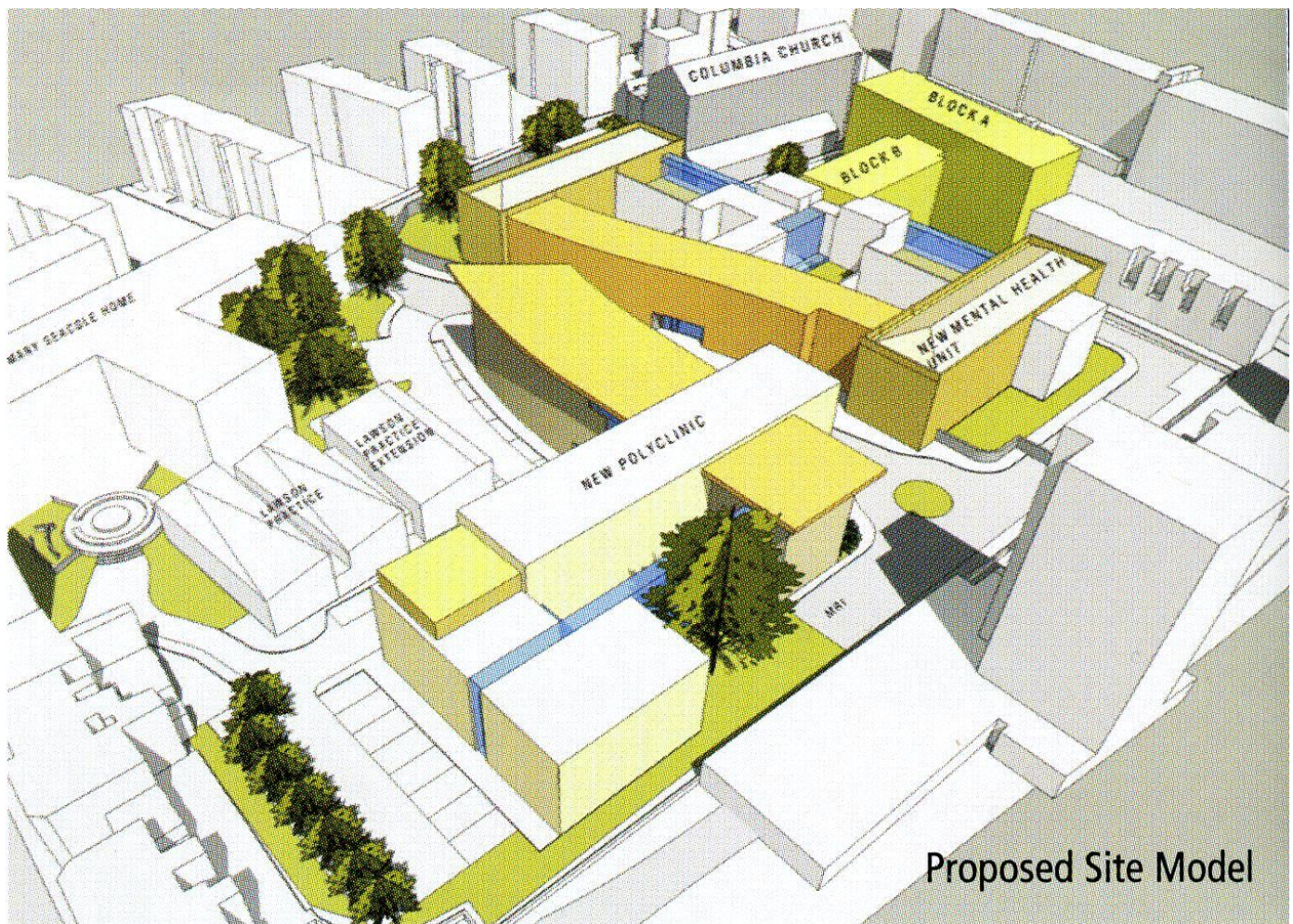
A major review of the letters that are written to patients is also being undertaken to increase the number of types of standard letters sent and to improve the information they contain, especially to ensure that they clearly tell you what to do. Information about the results of blood tests will also be conveyed to patients by letter (rather than patients just having to phone in) and will include a clear explanation about what the results mean and what the patient should do next.

The Survey also noted that the Waiting Room needs re-decoration and re-organising. **This will be done as part of the extension work.**

The Patient Participation Group agreed that all these major developments would be very positive and should greatly improve the service to patients. *It was also noted that the Group regarded the Lawson Practice as being very committed and having a high reputation already.*

Building works at the Lawson Practice

Work is due to begin in the summer and will take about one year at the site of the Lawson Practice



to extend the building. This will allow the Practice to provide a number of new services and to have space for patient-based discussion groups to meet there. It is also hoped that the Lawson Practice (*the three white buildings at the centre left in the diagram above*) will be able to expand its current comprehensive services, available from vocationally trained GPs providing continuity to their large and varied patient base.

Wider developments in the NHS

Development at St Leonard's

The site model and following text are taken from an information leaflet produced by NHS City and Hackney (based at St Leonard's A Block, Nuttall Street). Copies are available in the Lawson Practice Waiting Room.

"In 2006, NHS City and Hackney conducted the 'Bigger, Brighter, Better' consultation which proposed that GP surgeries operate from fewer, more modern buildings. It also proposed that four 'primary care resource centres' be built across Hackney to deliver a wider range of services closer to where people live. These ideas were supported by local people, and NHS City and Hackney are

working hard to progress these plans. The four primary care resource centres will be located as follows:

- North East – site not yet chosen
- North West – Woodberry Down area
- South East – Old Hackney Hospital site
- South West and the City – St Leonard's "

The St Leonard's building is part of a conservation area. City and Hackney NHS is committed to preserving the historically important building so the front façade on Kingsland Road will be preserved. They hope to demolish the buildings in the rear of the site to make way for modern, purpose built buildings. They hope the work will begin in Spring 2010. They seek views (by phone 020 7683 4187 or email at communications@chpct.nhs.uk). Please respond directly if you want to comment.

The Patient Participation Group has discussed this plan and will be responding to it. We think it is a good idea to extend the facilities at the Lawson Practice and to provide a wider range of services (hopefully including NHS Dentistry) in the other new building (*marked 'New Polyclinic' on the plan above*). We are concerned at the relocation to this site of a 'New Mental Health Unit'. We understand that severely ill patients who

currently reside in wards at The Homerton will be moved here. It seems that they will be at greater risk here because in case of mental or physical emergency they will not have easy access to the wide range of immediately needed facilities that are an integral part of the Homerton hospital facilities.

Keep our NHS public

(taken from the campaign website www.keepournhspublic.com)

“Across England NHS patients and local communities have been linking up with nurses, doctors and other health care workers to meet, march, protest and lobby as they fight to stop further closures and cuts in local NHS services But alongside the cuts, an unprecedented process of privatisation is under way: vital services and precious NHS resources are being handed over to the private sector, including companies run for profit for shareholders here and overseas. Now is the time to fight back to Keep Our NHS Public!”
Do join a local public meeting about these issues. Speakers include Dr Tomlinson, in the Harold Pinter Room at

Hackney Empire, 23 July 2009, 7:00pm.

Good sources of practical, understandable and accurate advice

With help from the Practice staff we have compiled a short list of good web sites for finding advice.

1. **NHS Direct** has lots of good health information and advice at

<http://www.nhsdirect.nhs.uk/>

It has ‘joined forces’, which seems to mean that both have much of the same information, with

2. **NHS Choices** which has more information about where to get particular services is at

<http://www.nhs.uk/Pages/HomePage.aspx>

3. **Patient UK** is owned by two healthcare information companies and is full of good information, much of which is available as leaflets to download. The web site is at

<http://www.patient.co.uk>

I don't have Internet access?

You can phone **NHS Direct** on **0845 4647** twenty four hours a day every day.

It's summer time!

Just a few reminders – don't forget about vaccinations, making travel preparations and

taking care in the sunshine. In the Surgery Waiting Room there is an NHS booklet called ‘**Heatwave**’ and on the NHS web site you will find lots of good information at:

<http://www.nhs.uk/livewell/summerhealth/Pages/Summerhealthhome.aspx>

all about the following topics:

Sun protection: eyes and skin

Summer safety for children

Heatwave: be prepared

Barbeques: avoid food risk

Preventing hayfever

Safe sex on holiday

Stings

Just a few reminders

The Lawson Practice phone number:

020 7739 9701

At present the surgery times are as follows. The new extended shift system should begin in September, just as soon as additional staff have been recruited.

Surgery times (in the daytime)

Monday: 9:00am–12:00 : 2:30pm-5:50pm

Tuesday: 9:00am–12:00 : 2:30pm-5:50pm

Wednesday: 9:00am–12:00 : 2:30pm-5:50pm

Thursday: 8:30am–12:00 : 2:30pm-5:50pm

Friday: 9:00am–12:00 : 2:30pm-5:50pm

Surgery times (in the evening)

Tuesday: 6:30pm-8:15pm

Wednesday: 6:30pm-8:15pm

These evening sessions are for booked, not walk in, appointments. They are meant to be for people who cannot get away from work during the daytime sessions.

Getting in touch with the Lawson Practice Patients Participation Group (L3PG)

We would very much like to hear from patients. Is this Newsletter of use? Should we cover more or different topics? Do you have any thoughts, ideas or comments to make about the services available or the ways we could all support the Lawson Practice? We believe that we are very fortunate in having such an excellent, caring and committed practice.

The Patient Participation Group may be contacted by leaving a written note with the practice receptionists; they will keep it safe for us to collect. There is also a notice board in the Waiting Room where we display our latest Newsletter and other information.

The following people are members of the L3PG:

Dr Jonathon Tomlinson

Emine Demirbas

Yvonne Pope

Veronica Duberry

Ellen Aguilar

Doreen Gilmour

Sharon Boyea

Stewart Harvey-Wilson

Doreen Bullock

Christine Russell

(George) Roger Till (who prepared this Newsletter)