

# THE MUSWELL HILL PRACTICE

## AUTUMN/WINTER 2017 NEWSLETTER

[WWW.THEMUSWELLHILLPRACTICE.CO.UK](http://WWW.THEMUSWELLHILLPRACTICE.CO.UK)

Sign up to receive this newsletter via email - give your name to reception or sign up via our website.

We have an active patient group – let us know if you'd like to be more involved

### THE SEARCH FOR NEW PREMISES

It's not a very well-kept secret that the partners have been looking for new premises for the last twenty years. Despite the fact we love the fine Edwardian house which has been tweaked and expanded over the years, we would love something more fit for purpose and easier to maintain with fewer access issues. Coupled with this, the population in the area is expanding with more flats and houses being built in areas of land. At the time of writing we have no exciting news to tell you, but suffice to say we are "still looking"!

### KEEP HEALTHY OVER AUTUMN AND WINTER

- If you are eligible for a flu vaccination, please book in now! Our 'flu day on Saturday 14th October was a huge success with 458 adults and 81 children vaccinated against flu. We're particularly keen to vaccinate those who are pregnant and under 65 in an at risk group.
- Public Health England recommends the following to maintain healthy bones, teeth and muscles.
  - ✓ Most people should take 10 micrograms (400iu) of vitamin D during Autumn and Winter when it is difficult for people to meet the 10 microgram recommendation from consuming foods naturally containing or fortified with vitamin D
  - ✓ All other people who may be at risk of vitamin D deficiency should take 10 micrograms (400iu) all year round.
- Do you smoke? Book in to an appointment with Carrie for smoking cessation support and advice.
- For more tips on keeping healthy, including exercise, diet and reducing alcohol intake, see this excellent resource check out the Livewell pages at <https://www.nhs.uk>

### STAFF UPDATES

You will have seen from our last newsletter that Dr Nicola Jones left us at the end of August to move to Wales. Her patient list has been divided between three new permanent doctors, Dr Shyamoli Burman-Roy, Dr Ari Rafiq and Dr Jenny Hopwood. See our website for more information about them!

## VIEWS FROM WORK EXPERIENCE STUDENTS

Over the summer we have 2 students, who want to be doctors in the future, volunteer here. Here's what they said about their experiences;

"Hi I'm Gareth. I recently participated in a 2 week work experience course with the practice and my duties including amalgamating files and registering new patients. I thoroughly enjoyed my time here and the experience has opened my eyes to the sheer amount of administrative work done by the staff. I would like to send a massive thanks to all the staff for being so welcoming"

From Samuel "As soon as I arrived I was taught all the proper guidelines and how to carry out the duties needed by the practice. During the 2 weeks I watched the staff make difficult decisions and help patients as best they can. Not only this but I also realised the massive amounts of work all the staff undertake on a daily basis. However above all, from my time at the practice I learnt that working at a practice is no simple task. I found my time there and the experiences I had invaluable."

## APPOINTMENTS WITH PARTNERS

In our last newsletter we let you know about this trial. This began in September, where the partners offer more telephone appointments in place of a slight reduction in the number of face to face appointments. These telephone slots can be booked in advance (and are available online to book using Online Patient Access) and are for follow-up of ongoing problems and issues that can be dealt with by your usual doctor over the phone. Initial feedback seems to be good but we'll trial for 3 months before we formally review it.

## DOMESTIC VIOLENCE AND ABUSE

We are pleased to report that all our clinicians have undergone 3 hours of domestic violence and abuse training. Our receptionists have also had a one hour session. This is a really important subject, one which impacts on physical and mental health and wellbeing.

If you or someone you know is suffering from abuse, please talk to one of our doctors or nurses at the practice. We are able to refer to a project in Haringey called the IRIS project. They have advocates who can provide support, safety planning help and information.

## PNEUMOCOCCAL VACCINATION

There is a nationwide shortage of this vaccination. We expect we should receive supplies again in springtime. This is a single lifetime vaccination to those aged 65 and over and in particular 'at risk' groups. NHS England report that there are no major concerns about deferring vaccination in over 65 year olds for several months.

## QUICK NOTICES

- Check out our website for the most recent Patient Participation Group minutes
- Do you care for someone else? Please let reception know if you are a carer.
- Adults – 29% of you have signed up for Patient Online Access to book appointments, order any repeat prescriptions and see parts of your medical record online. If you haven't already, please come to reception with photo ID.
- Please use our pod to update your blood pressure, weight and health information.