

Barton House Group Practice Bulletin

Summer 2013



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Since our last bulletin where we reported on the changing faces at Barton House, we are pleased to say that the new GPs have now settled in. No doubt, you will have met with them already.

Change however is constant. We were sad to say goodbye to Esther Beasley (Nurse Practitioner) who retired in April. However, she has been covering a few sessions for us until we recruit a new nurse. We hope to be able to report to you soon when the post is filled.

Super Patient Group

The Super Patient Group met in January here at Barton House. The meeting attracted many patients from practices across North West Hackney. A newsletter detailing the discussions that took place at the event is available on our website and at reception. We will be holding another evening event in September for which we hope to attract even more patients. Look out for more information.

Barton House Group Practice Patient Group

The Barton House Patient Group continues to meet four times a year. The next meeting is on Thursday 18th July at 5pm.

We are keen to encourage new patients to join. If you want to join the group, please get in touch with Amaia Portelli (Practice Manager) or leave your details at reception and Amaia will add you to the mailing list. Or just come along to the meeting on the 18th July here at Barton House.

New Out of Hours service in Hackney

The GP Out of Hours service provided for people in City and Hackney is currently being tendered.

City & Hackney Urgent Healthcare Social Enterprise (**CHUHSE**), a group made up of local people, local GPs and staff, intend to bid for the service. CHUHSE is inviting anyone with an interest in this vital service to join it at an open evening to find out more about the service and its plans so that it can gain feedback and share your ideas so that it can better plan for the future.

The meeting is taking place on **Wednesday 10th July from 7.30pm – 9.30pm at St John at Hackney Church Hall, Lower Clapton Road, London E5.**

You can contact CHUHSE on 0207 211 7769.

A&E

You could not have failed to hear in the news the debate about the use of A&E. More and more people are attending A&E not just because they cannot get an appointment with the GP, but because people have complex health problems that sometimes require an emergency admission. However if you have attended A&E because you felt that you were unable to get an appointment with the GP, or you needed a GP after the surgery shut, please remember that there is an Out of Hours service that operates in Hackney. A&E should only be used in emergencies and not for routine matters.

By calling the usual telephone number (020 7249 1155) after 6.30pm and before 8.30am and at weekends all day, you will be automatically connected to the Out of Hours provider (HARMONI) who will be able to help you.

Should you call during the day and are told that there are no more appointments, but you consider your call to be urgent, please tell reception (with a brief summary of the problem) and they will log the call with the on-call doctor who will call you back and assess whether you need to be seen.

In the mornings, we operate a triage system whereby you will be called back within a reasonable time if you are unable to get a morning appointment. The doctor may be able to help you over the telephone. Should you need to be seen, the doctor will give you an appointment either on the same day or within a few days if the matter can wait.

Home visits

We would like to remind patients that should a home visit be needed, please request the visit before 12pm so that the visit can take place after morning surgery and before afternoon surgery. Visit requests received in the afternoon may not be dealt with until the end of afternoon or evening surgery resulting in the visit taking place very late in the evening.

Chronic Disease Clinics

If you have a medical condition which puts you on the Disease Register, you will be receiving a letter on the month of your birthday inviting you to come in for an annual review. The letter will explain what you need to do and with whom to make an appointment. We have set up this re-call system so that we are better able to review all our patients at least every twelve months. If you have any questions about the annual reviews, please speak to the nurse or GP.

Repeat Prescription Box

You may have noticed that there is a new Repeat Prescription box in reception. All requests for repeat prescriptions should be posted into the box and **not handed to reception**. We are putting this system in place as a way of ensuring that prescriptions do not get lost or mislaid. It also means that you do not need to queue up at reception (which gets very busy) when you want to give in your repeat request. If you are unsure about the name of your medication, please ask at the front desk and they will be able to help you.

Please remember to allow **48 hours** for your repeat prescription to be ready for collection. We would also like to remind patients that repeat prescriptions cannot be taken over the telephone unless there are special circumstances such as the patient being housebound and there is prior agreement with the GP which will be noted on the record.

Waiting times

Waiting times can often be long. We are aware that this can sometimes arise and that it can be very frustrating. However, seeing a GP is not like catching a train. We are not always able to keep to the schedule. Each appointment is 10 minutes long. If a patient is with the doctor for 15 or 20 minutes, it is not long before the surgery is running 30 minutes late. Often, late running surgeries can be the result of patients consulting about more than one problem. Of course, we do not want to make patients feel hurried, but ideally, each consultation should deal with just one problem. If you have more than one issue you wish to discuss with the GP, please make another appointment. This helps us to keep to time and makes for a shorter wait.