



Watling Medical Centre

Watling Medical Centre Patient Representation Newsletter

ISSUE 2 APRIL 2015

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Burnt Oak Doctors

DR Y. Saldanha (Female)
DR A. Patel (Male)
DR S. Ahluwalia (Male)
DR M. Khanbhai (Male)
DR L. Goldschmidt (Female)

Stanmore Doctors

DR J. Moore (Male)
DR M. Shah (Male)
DR S. Shah (Female)
DR T. Nisner (Female)
DR H. Al-Naseri (Female)
DR S. Malik (Female)

Registrars

DR J. Rusius (Male)
DR T. Davda (Female)
DR E. Shall (Female)
DR M. Khaki (Male)

Practice Manager

Kiran Bakhshi

Nurse Practitioner

Paula McLaren

Nurses

Alison Anders & Sonal Tailor

Health Care Assistant

Jing Chen

Health Care Navigator

Amelia Hall

Reception Co-ordinators

Lynn Brown & Michele West

Burnt Oak

108 Watling Avenue
Edgware, HA8 0NR

Phone: 020 8906 1711

Fax: 020 8201 1283

Stanmore

42 London Road
Stanmore, HA7 4NU

Phone: 020 8958 4237

Fax: 0208 905 4809

Chairman of PRG

Hugh Ogus, M.B.E.

PRG Secretaries

Lisa Goldstone
Falguni Raja

Contact us

wmc.prg@nhs.net

Ministerial Visit

On 7th November 2014, Earl Howe, Parliamentary Under-Secretary of State, Department of Health, visited our Burnt Oak surgery to see the exciting and innovative work of our Wellbeing Service.

Recognising that we have an increasing local population, while our GP workforce is not growing at the same rate, we are developing new ways of working to provide support for patients' individual needs. The Wellbeing service works alongside community and voluntary organisations, offering support to individuals before they reach crisis point. It has now been running for over 12 months and staff have been trained to signpost patients with specific social, psychological and physical wellbeing needs.

Patients who had used the service spoke with Earl Howe about their own personal experiences and how they felt such a service benefitted not only them but the wider patient population. Our community partner LoveBurntOak, Hugh Ogus, Chairman of our Patient Group and Dr Nav Chana, Chairman of the National Association of Primary Care also attended to share their experiences of collaborating with Watling Medical Centre to develop the service.

Plans over the next 12 months include rolling out the Wellbeing Service to other local practices and collaborating more closely with LoveBurntOak to develop new ways of working to support our communities health and wellbeing needs. Earl Howe's was a fantastic opportunity for Watling to showcase this innovative project and show how we are working collaboratively and making a real difference to people's lives within our community.



Hugh Ogus and Dr Sanjiv Ahluwalia talking to Lord Earl Howe, Under Secretary of State for Quality, Department of Health

Dr Ahluwalia

I have been a GP since 1999 having initially trained in the practice. I have worked at both Stanmore and Burnt Oak. I also work at London University managing the training of doctors wanting to become GPs.

I am interested in making sure that our practice continues to offer high quality services through ongoing change in the NHS, help patients maintain their health rather than responding to illness, and working with other practices locally to offer high quality and extended services.

In my spare time I read science fiction and am half way through a higher degree in education.

Dr Moore

I have worked at Watling Medical Centre since 2001, and the challenges that face general practice have never been greater than at present. Nevertheless my enthusiasm for general practice is undimmed, largely because of the variety of situations, individuals and families that it is our privilege to deal with. I have never had a boring day at work since leaving my last hospital post!

I find preventative medicine and children's health particularly rewarding, and find helping to train the next generation of GPs helps me to stay 'on the ball'. Having received amazing blessing in my own life, I pray I might "pay forward" a small fraction of this in my work.



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.

Your Newsletter

Your feedback is essential. Tell us what you would like to read about in future.

We look forward to your input by email to **wmc.prg@nhs.net** or by letter to the Burnt Oak address.

If you would like to receive the newsletter by email, please send your request to email address above.

Confidentiality

Your medical information will not be shared with any third party without your written consent. Comments sent to the PRG may be shared within the practice.

Please note: the PRG is not an appropriate place to discuss your medical conditions. Please consult your doctor directly if you have any concerns.

Nurse Practitioner Treatments



Many of you will have met Nurse Practitioner Paula McLaren who manages many patients with long term conditions and runs Minor Illness clinics. Building on far-reaching nursing experience, Paula undertook further training to become a Nurse Practitioner. As such, she is an expert in managing chronic conditions such as diabetes, hypertension, asthma and COPD. She is qualified to deal with minor illnesses, meaning she can diagnose many conditions, advise on treatment and provide you with a prescription for any medication required. She will not hesitate to refer you to the GP if the condition necessitates.

These clinics are 'book on the day', so call in the morning to have an appointment to see the Nurse Practitioner for any of the following problems. The receptionist booking the appointment will guide you to the most appropriate person.

Headache/Neck ache

Nausea & Vomiting

Backache & Sinusitis

Constipation/Diarrhoea

Emergency Contraception

Head Lice

Asthma Attacks

Skin Conditions/Eczema

Chest Infections

Allergy/Hayfever

Colds/coughs/sore throats

Cystitis & Thrush

Earache/Ear Wax

Minor Head Injuries

Insect Bites/Stings

Stomach Pain

Your Local Pharmacy

Pharmacies do not just dispense medicines but complement in many ways the services of the Nurse Practitioner and GP, working closely with your surgery. Michael G from Andrew's Pharmacy adds:

Have you ever considered taking advantage of your pharmacist's expertise on treating minor ailments? Pharmacists are highly trained to offer guidance and suggest treatments for many conditions. Your pharmacist can advise on a variety of minor illness problems such as coughs, colds, flu and fevers. Other conditions that can be treated by the pharmacist include athlete's foot, minor eye infections, head lice and worms. There is also the reassurance that should the pharmacist believe the problem warrants further investigation you will be advised to visit your doctor or the Nurse Practitioner at your surgery.

Make use of your pharmacist; not only will you free up doctor appointments for more urgent cases, but you can obtain pharmacist's advice any day at a time convenient without an appointment. Local pharmacies open at 8.00 or 9.00 am with some staying open until 10pm.

Telephone Calls

You have told us that you sometimes find it difficult to get through in the mornings or to get an appointment, so we are making changes to the way we answer calls. We will soon be taking all calls at our Burnt Oak surgery.

The number you dial will remain the same for each branch of the Watling Medical Centre (Burnt Oak and Stanmore). We will do our best to ensure that the transition to handling telephone calls from one branch is as smooth as possible and ask for your patience.

Staff News

GPs: In April, Dr Heba Al-Nasari will be returning from maternity leave and Dr Malik will be leaving the practice. Dr Lauren Goldschmidt joined us in December 2014.

Nurses: Sonal Tailor joined us as a full time Practice Nurse from January 2015.

Reception: Michele West, Assistant Reception Team Leader based at Stanmore, will be leaving us in May after nearly eleven years at the practice. We wish her every success for the future.