

The GP Direct Journal

Keeping you informed

August 2011 – Volume 6 Issue 1

The editor's column

Dr. Nurmohamed will be moving on to pastures new in October

Flu vaccination clinics are to kick off in September

Online and automated telephone bookings hit new record

We discuss the national Survey results

News Roundup - including increased opening hours at Eastcote Lane and Butler Avenue



Editor's Column

We have a packed first issue of the sixth volume of the GP Direct Journal. We will be covering the news that Dr. Akil Nurmohamed will be moving onto new challenges in October 2011, an update on our flu vaccination clinics this autumn, information about the Practice Survey, a report on the record breaking figures of patients using EMIS Access and the automated telephone system to book appointments. If that wasn't enough we will be covering key goings on at the Practice in the *News Roundup*.

Dr. Akil Nurmohamed who has been a partner at GP Direct since 1998 will be moving on to pastures new in October 2011. He is currently on a sabbatical which ends in October so he will not be returning as a GP here. He has written a short piece to all patients in this edition. We hope you will all join us in wishing him the very best for the future. We know he will be sorely missed by patients and staff alike.

We would also like to wish our current GP Registrar's Drs. Rashid and Elachkar the very best in their future pursuits after successfully completing their GP training posts this month. As they move on to pastures new we are fortunate to welcome our new trainee GPs, Drs. Hoda, Ishaq and Grailey to the team. We would also like to take this opportunity to congratulate Drs. Shaida and Hamdulay on becoming trainers of 2nd year foundation doctors.

We will also be distributing the GP Direct Patient Survey in August, please keep an eye out for it at reception. The opening hours at Eastcote Lane and Butler Avenue will be increasing from September; refer to the *News Roundup* for the new timings.



Omer Hussein

Eye on Medicine – Flu vaccinations; the facts

GP Direct will be offering the flu vaccine to all patients who fall into one of the at risk groups at our yearly walk-in clinics starting on the 26th September. This covers everyone aged 65 years and older or those younger who have a chronic disease such as Asthma, Diabetes and Heart Disease or have a compromised immune system. The majority of people in these groups get vaccinated every year but many opt not to and this puts them at greater risk of catching the flu which can cause complications especially in those patients deemed at risk.

Here are some facts about the flu vaccine:

- The vaccine cannot cause flu as it does not contain any “live” virus
- The immune response may cause some minor responses such as a temperature, soreness and aching muscles for a couple days
- It is produced using hen’s eggs so if you are allergic to eggs you should not have the vaccine
- The vaccine is developed each year to protect against the commonly circulating strains of flu, therefore it is recommended to get vaccinated every year to give you the best possible protection
- Early vaccination is recommended (between late September and early November) to give you protection before a flu outbreak occurs

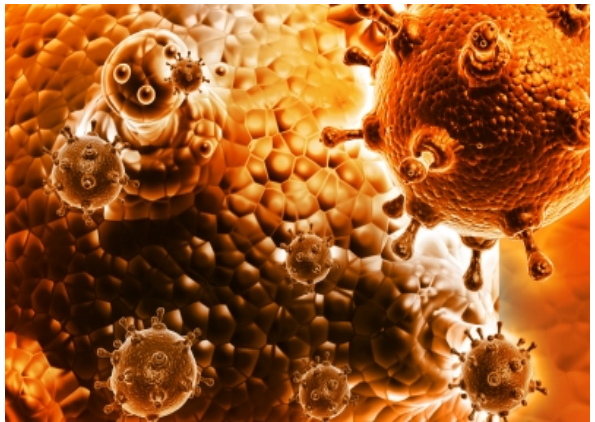


Image: renjith krishnan / FreeDigitalPhotos.net

If you receive a letter to get vaccinated please attend one of the walk-in clinic dates. Walk-in clinic timings are available from reception and on our website.

A message from Dr Nurmohamed

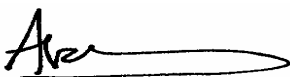
I have been working at GP Direct for the past 13 years and have really enjoyed my time here. It has been a pleasure serving our population of 14,000 patients and I have built up a strong rapport with both my patients and colleagues alike.

As many of you will know, I have been working in Dubai for the last year on a sabbatical that ends this September. I have been offered a permanent position as a General Practitioner in Dubai, which I have accepted. This was a very difficult decision for me and has mainly been based upon personal reasons. I do intend on returning to the UK at some point in the future and I am sorry that my move to Dubai was so unexpected. I would have liked to say goodbye in person to many of you but unfortunately circumstances do not allow for this. Therefore if you have any message for me you may contact me via this email address: info@gpdirect.co.uk



I have learned a lot during my time at GP Direct and I thank all my patients for their putting their faith in me. I would also like to thank all the staff and the clinical team for their hard work and support. I will miss not being part of the team at GP Direct and have many fond memories of my time there.

Finally, I would like to thank you all for making my time at GP Direct a memorable and worthwhile experience. I wish you all good health and luck for the future.

A handwritten signature in black ink, appearing to read 'Akil', with a long horizontal flourish extending to the right.

Dr. Akil Nurmohamed

Patient Survey results make for positive reading

In June this year the NHS contracted research company Ipsos MORI published the results of the 2010-11 GP patient survey results. The results showed the Practice performed well especially around access for GP appointments.

94% of you said you were able to see a doctor fairly quickly (within 48 hours). This was the fourth best score in Harrow, around 15% higher than the average. When it came to booking in advance (more than 48 hours) 78% of you said you were able to. This was an improvement of 8% from last year and is testament to the appointment system improvements made by the Practice since June 2010.

When asked if it was easy or very easy to speak to a GP on a phone 52% of you said yes. This was in the top two scores for the whole of Harrow and a whole 25% better than the local and national average.

We invested in an automated appointment booking system in October 2010 so it is pleasing to see there is already an improvement in getting through on the phone (up 4% from last year). Waiting time for an appointment at the Surgery improved by a similar amount as did satisfaction with opening hours (up 6%) which we hope will improve further this year as we will have significantly increased our opening hours at the branch sites from September this year. Check out our new opening hours in the [News Roundup](#) on page 7.

Despite making significant improvements to the appointment system by allowing you to book up to four weeks in advance some of you are still unable to book with a preferred doctor. We strongly advise you to book in advance if you want to see a specific doctor. If your need is more immediate we would advise you to book with any one of our doctors. It is also useful to have a second or third doctor to see on a regular basis as some doctors will be booked up in advance or may be on leave etc.

Online & automated telephone bookings hit new record

In July this year more than 15% of the total number of face to face GP appointments were booked using either EMIS Access, the online appointment booking system, or Patient Partner, the automated telephone booking system.

EMIS Access allows for online appointment booking, requesting repeat prescriptions, messaging the Practice securely and updating your contact details online.

Screenshot of the EMIS Access booking page

The screenshot shows a web browser window displaying the EMIS Access booking page. The page is titled "Monday 8th August 2011" and lists appointment slots for several doctors. The doctors listed are Dr wahid Shaida, Dr Hala Elachkar, Dr Parvez Hamdulay, and Dr Rabia Yaqoob. The slots are listed in a grid format with columns for each doctor and rows for different times of the day. The page also shows the browser's address bar and search engine interface.

Monday 8th August 2011							
Dr wahid Shaida (Principal) Butler Avenue - AM DOCTORS CLINIC 08:40 08:50	Dr wahid Shaida (Principal) Welbeck Road - PM DOCTORS CLINIC 16:10 16:40 17:00 17:20	Dr Hala Elachkar (GP Registrar) Welbeck Road - AM DOCTORS CLINIC 08:30 08:40 08:50 09:00	Dr Hala Elachkar (GP Registrar) Welbeck Road - PM DOCTORS CLINIC 14:30 14:40 14:50 15:00	Dr Parvez Hamdulay (Principal) Welbeck Road - AM DOCTORS CLINIC 08:30 09:00 09:30 10:00	Dr Parvez Hamdulay (Principal) Welbeck Road - Evening DOCTORS CLINIC 17:10 17:40 18:10 18:40	Dr Rabia Yaqoob (Principal) Welbeck Road - AM DOCTORS CLINIC 08:30 09:00 09:30 10:00	Dr Rabia Yaqoob (Principal) Welbeck Road - PM DOCTORS CLINIC 15:50 16:00 16:10 16:20
Tuesday 9th August 2011							
Dr Shahla Ahmad (Principal) Welbeck Road - PM DOCTORS CLINIC 15:50 16:00 16:10 16:20	Dr wahid Shaida (Principal) Eastcote Lane - PM DOCTORS CLINIC 17:20	Dr Nilanjana Das Gupta (GP Registrar) Welbeck Road - AM DOCTORS CLINIC 10:00 10:15	Dr Hala Elachkar (GP Registrar) Welbeck Road - PM DOCTORS CLINIC 14:30 14:40 14:50 15:10	Dr Parvez Hamdulay (Principal) Welbeck Road - PM DOCTORS CLINIC 15:50 16:10 16:40 17:00	Dr Rabia Yaqoob (Principal) Welbeck Road - AM DOCTORS CLINIC 09:00 09:10 09:20 09:30	Dr Rabia Yaqoob (Principal) Welbeck Road - AM DOCTORS CLINIC 12:00 12:10 12:20	Dr Umar Khan (Principal) Welbeck Road - AM DOCTORS CLINIC 08:30 09:00 09:30 10:00
Wednesday 10th August 2011							

To use the automated telephone system you simply need to call the main Surgery number and press option 1. This is available even when the Surgery is closed; you may find this service, as well as EMIS Access, unavailable late at night or in the early hours of the morning while the EMIS system carries out a backup.

News Roundup

New opening hours at Eastcote Lane and Butler Avenue

As of 1st September 2011 the Practice will be increasing its opening hours at both branch sites. Eastcote Lane will now be open Monday to Friday from 8.30 to 6.30pm (closed for lunch between 1-2pm). Butler Avenue will be open Monday, Wednesday and Friday mornings from 8.30am to 1pm and on Tuesday and Thursday afternoons from 2pm to 6.30pm.

Patient Reference Group holds inaugural meeting

The newly formed patient reference group held its inaugural meeting in late June. Mrs. Shaw was elected as the chairperson and will be the main contact for any comments or suggestions you would like to pass on. She can be contacted on 020 8904 6395 or you can email her on gpdirect-prg@nhs.net. The PRG, along with the virtual PRG who share their views by email, are currently working with the Practice to develop a patient questionnaire. We hope this will be in circulation before the end of August.

New GP Direct Brochure (2011-12) published

The new GP Direct Brochure has been published. If you would like a copy please request one from reception. Alternatively you can download a copy from our website, www.gpdirect.co.uk. The brochure has lots of useful information about the Practice and its services.





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