

# The GP Direct Journal

*Keeping you informed*

August 2010 – Volume 5 Issue 1

**In this Issue's  
eye on medicine we look at  
what NHS SmokeFree has  
to offer patients**

**We meet Dr. Rabia Yaqoob in  
the *meet the doctor* segment**

**We explain our new appointment  
system in the *patient corner***

**Keep up with the latest  
Practice news in our quarterly  
*News round up***

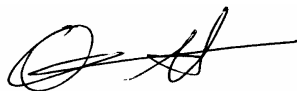


**I**t's been a busy couple of months at the Practice as we saw the introduction of a new appointment system on the 14<sup>th</sup> June 2010. The appointment system, which will be elaborated on in more detail in the *patient corner* allows for greater flexibility to book ahead with a doctor of choice for both face to face and telephone consultations while at the same time allowing for you to be seen or speak to a doctor on the day. Initial feedback has shown that you feel the new system is better. 69% of respondents felt the system was better or much better in allowing them to book ahead with their doctor of choice, while 74% said it was better or much better in allowing them to be seen on the day and 77% responded that it was better or much better in allowing them to speak to a doctor on the phone.

We also took the opportunity to ask patients what they felt about EMIS Access, our online interactive service which allows you to book appointments, request medication and message the Practice securely online. 100% of respondents said it was easier or much easier to book appointments via EMIS Access and almost 90% said it was easier or much easier to request their repeat medication online.

Dissappointingly though only one out of four respondents had used EMIS Access. Given the positive feedback we receive about it we would like to encourage other patients to make use of this valuable free service. For more information ask at reception or visit our website. You can get your registration document from reception, however you will need to present either a passport or driving license as proof of ID as we don't want to take any risks with your confidentiality.

Also in this quarter's Issue of the GP Direct Journal we will be meeting with Dr Rabia Yaqoob who has been a Partner at the Practice since 1998. We also discuss the negative impact of smoking on our health and give you advice on how you can kick the habit in our *eye on medicine*. We round up the latest goings on at the Practice in our *News round up*.



**Omer Hussein**

## **In this quarter's *patient corner* we explain how our new appointment system works**

### **When was the new system implemented?**

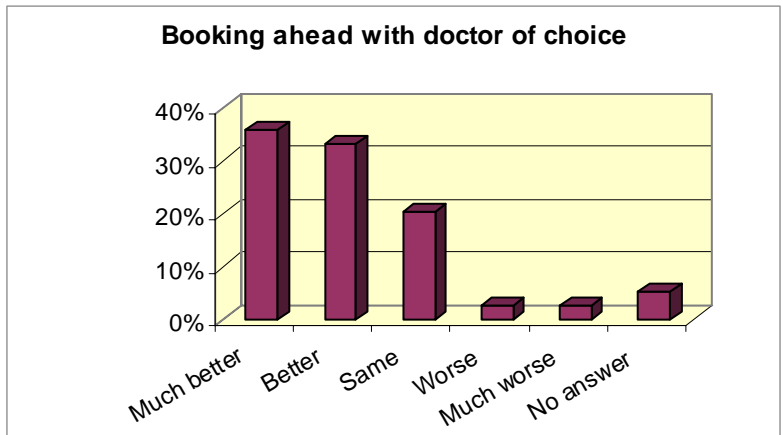
The new system came into place on the 14<sup>th</sup> June 2010.

### **Why was the system changed?**

Whilst the previous system allowed for patients to book both on the day and in advance, the feedback we received was that occasionally it was difficult to book ahead with your doctor of choice. So we revamped the system by allowing regular sessions to be booked up to four weeks in advance and at the same time held back a few sessions on the day for more immediate problems. So the idea was that if your problem was a non-immediate issue you could book ahead with your doctor of choice however if it was a more immediate problem you could be seen on the day by any one of the doctors but not necessarily your doctor of choice.

### **Is the new system working?**

So far the system has been welcomed by patients as they feel it gives them more control in being able to book with their doctor of



choice. However we would like to remind patients that if your problem is for non-immediate issues please try and book ahead and leave the same day appointments for those who need to be seen on the day, this way we can help meet everyone's needs more efficiently.



Because life's better smokefree

### **Benefits of going smokefree**

Going smokefree isn't easy, but when you see the drastic improvements to your life and health, you'll want to set your action plan going as quickly as you can.

### **How will my health benefit?**

- You will reduce your risk of developing illness, disability or death caused by cancer, heart or lung disease.
- You will reduce your risk of gangrene or amputation caused by circulatory problems.
- You will protect the health of those around you by not exposing them to secondhand smoke.
- You will reduce the chances of your children suffering from asthma or glue ear.
- You will improve your fertility levels and your chance of a healthy pregnancy and baby.
- You will improve your breathing and general fitness.

### **How will my lifestyle improve?**

- You will save money - as much as several hundred pounds a month, if you're a heavy smoker.
- You will no longer smell of stale tobacco.
- The appearance of your skin and teeth will improve.

There are plenty more reasons why going smokefree will improve your health and lifestyle, you can get a lot more information and advice from the smokefree website and via the NHS Smoking Helpline.

### **Where can I get help to stop smoking?**

There are a range of services available to smokers to help them give up the habit. Within the practice we have a dedicated stop smoking advisor who carries out a weekly clinic and you can also access the stop smoking service from a range of local participating pharmacies. The action plan can be tailored to your needs, you can get expert advice seven days a week by calling the NHS Smoking Helpline free on 0800 022 4 332 from 7am to 11pm.



### **What will the help entail?**

Francesco Marino / FreeDigitalPhotos.net

Stop smoking services can include medicines, counseling and support provided by smokers and ex-smokers. Also as mentioned earlier you can always get expert advice by calling the NHS Smoking Helpline.

One of the most effective methods used to help people quit is a combination of counseling and medicines (such as Nicotine Replacement Therapy). You can call the Surgery and ask for an appointment with Anita Wadhia (our in-house smoking cessation advisor) or alternatively you can get help at a range of local pharmacies, for more information about participating pharmacies and other local help please call the local helpline on 020 8966 1008.



Website: [www.smokefree.nhs.uk](http://www.smokefree.nhs.uk)

NHS Smoking Helpline: 0800 022 4 332

**In this quarter's *meet the doctor* segment we catch up with Dr. Rabia Yaqoob who has been a partner at the Practice since 1998. She is the Child Protection Lead and is also a GP trainer.**

**What are your main medical interests?**

I am interested in all aspects of General Practice but I am particularly interested in Obstetrics, Gynaecology and Paediatrics. Dr Sherif and I fit Intrauterine devices (Coils) for the practice. We have dedicated antenatal clinics run by the female doctors and our excellent Midwife, Penny Estall. The baby clinic is supported by a great team which includes the doctors, practice nurses and health visitor.

I find this aspect of my work most rewarding as I help patients at a very vulnerable time in their lives. I enjoy the continuity of care that General Practice allows us to have.

**Now that you are a GP trainer, how do you think training has changed since you qualified?**

Well I have been in General Practice for over 13 years! The approach to teaching, training and learning is worlds apart from when I qualified. The whole process is geared to enhancing life long learning rather than just getting through exams. Patient care is more about understanding and communicating effectively. The doctor-patient relationship has matured into a partnership. I have just completed training my first GP Registrar, Dr Faraz Hussain. I found that teaching was both challenging and exciting. It was very satisfying to see an excellent GP ready to start work and provide excellent care.

**What does your role as the child protection lead entail?**

As the Child Protection Lead I am responsible for co-coordinating the care of children who are on the Child Protection Register and to identify those children that need Child Protection assessment. This is a team based approach and requires the whole practice to be vigilant about this issue. We are all trained regularly about Child Protection issues and we are very privileged to have a dedicated Health Visitor, Monica Davis. We have multidisciplinary meetings monthly and discuss any cases with the wider team to ensure we are all aware of the cases and that we are providing the best possible care to the patient and their family.

A picture of Dr Rabia Yaqoob examining a child is on the front cover.

## **Doctors on board**

We would like to welcome Dr Mitsu Masrani and Dr Sukaina Hirji to the Practice who will be with us for the rest of 2010. We will also have three new GP Registrars joining us over the next month, Dr Hala Elachkar, Dr Nilanjana Gupta and Dr Imran Rashid.

## **Flu vaccination clinics to start in September/October**

This year's flu vaccination campaign will be starting in late September/early October, we would like to remind all patients aged over 65, those with chronic diseases such as Diabetes, Asthma, COPD, Heart Disease and other diseases which compromise your immunity that you should have this yearly vaccine to protect you against seasonal flu. More information will be provided about the clinics closer to the time at the Surgery and on our website.

## **Non-NHS fees update**

There are a number of services which do not fall under the normal NHS scope of work; these include things like private sick notes for the first seven days of sickness, passport forms, certain travel prescriptions and vaccinations, fitness to travel certificates, certain types of reports amongst other things. As a Practice we follow the British Medical Association's guide on charges. For an up to date list of prices you can go to our website or ask one of our receptionists.

## **Ramadan advice**

For any Muslim Diabetics planning to fast through Ramadan this year and who would like advice on how to do this safely you can call Diabetic Specialist Nurse Darshen on 07947 576 524 during normal working hours on Tuesdays, Thursdays or Fridays.

## **Private Osteopath working at Welbeck Road**

Dr Jiwa provides private Osteopath clinics from Welbeck Road once a week. To discuss his services or make an appointment with him you can call him on 07974 406 635.



# Shaftesbury Pharmacy

5/6 Shaftesbury Parade

South Harrow

Middx HA2 0AJ

Tel: 020 8864 9436

Opening hours:

Monday to Friday: 9.00am - 7.00pm

Saturday: 10.00am - 1.00pm

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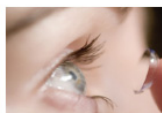
Let Shaftesbury Pharmacy know and this can be arranged.  
Patient care is our priority.

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