



Bacon Lane Beacon

Practice Newsletter for Bacon Lane Surgery patients

Produced in Co-operation with Patients Participation Grp PPG

All working together with Doctors, clinicians & Staff, endeavouring to deliver a first-class service to every patient

Website: www.baconlanesurgery.co.uk

April/May 2021

Issue 2:

Covid 19: The BLS surgery home page is updated regularly as new information is shared by the Government. As this information changes from day to day, the surgery updates its website in order to keep its patients informed. These changes happen too rapidly for a quarterly newsletter, so please log onto the surgery website for the latest updates and advice on the current Covid 19 situation.

ALWAYS CONTACT THE SURGERY BEFORE COMING INTO THE PRACTICE: All GP appointments now are predominantly telephone consultations unless otherwise advised. Nurse/phlebotomy/HCA appointment's will continue to be face to face unless the consultation can be done over the telephone and only once a Covid questionnaire has been completed by the patient to confirm the patient has no Covid symptoms.

Patients Participation Group PPG:

This group consists of patients who provide feedback to the surgery raised by patients or members of the group. Such groups exist in more than two thirds of G.P surgeries. Most of these belong to the national group the National Association of Patients Participation. Our meetings are held about 6 times per year. In current circumstances they are online via Zoom. If you are interested, you may join in if you request details from the surgery. Any concerns raised are followed up by the surgery & monitored by the group. We aim to be as diverse a PPG group as possible so volunteers of all ages, religions and nationalities are welcome.

WE WELCOME NEW MEMBERS & ANY INTERESTED PATIENTS MAY CONTACT MR DAVID BATEMAN FOR DETAILS – PLEASE TELEPHONE 0208 951 1784 **JOIN! JOIN! JOIN!**

Meet the BLS Staff Team:

Clinical staff:

Dr Nihar Shah – GP Partner
Dr Himagauri Kelshiker – GP Partner
Jawad Merali – Partner
Riaz Esmail - Partner
Dr Ali Abbas Hasham – GP
Dr Saafa Jaafar – GP
Dr Riti Patel – GP
Dr Tamkin Abas – GP Registrar
Mr Prem Shah – MSK Specialist
Mrs Tahera Abdulhussein – Minor Injury Specialist
Mrs Karla Andrews – HCA
Ms Mihaela Istoc – Phlebotomist
Mrs Anna Louisa Charles-George – Practice Nurse
Miss Sana Al – Nowful - Clinical Pharmacist

Non – Clinical staff:

Mrs Tracey Forbes – Practice Lead
Ms Janika Shah – Reception Supervisor
Ms Sena Ahmed – Operations Lead
Mrs Adriana Campean - Receptionist/Administrator
Ms Steffi Carvalho – Receptionist/Administrator
Ms Nita Dewji - Receptionist/Administrator
Ms Tara Frost - Receptionist/Administrator
Ms Kirithiga Ganeshamoorthy - Receptionist/Administrator
Mr Mehdi Mohammed Ali - Receptionist/Administrator
Ms Eshali Shantilal - Receptionist/Administrator
Mr Gaverett Smith - Receptionist/Administrator
Mrs Alka Voralia - Receptionist/Administrator
Mrs Mary Davies – Medical Secretary

Please remember that we always need at least 48 hours' notice for prescription requests and it is a good idea to leave it a little longer before Bank Holiday Weekends.

Hayfever:

Hayfever is usually worse between late March & September, especially when it is warm, humid and windy. This is when the pollen count is at its highest. Symptoms of hayfever include sneezing and coughing, a runny or blocked nose, itchy, red or watery eyes, itchy throat, mouth, nose and ears, loss of smell, pain around temples and forehead, headache, earache and feeling tired.

If you have asthma, you might also have a tight feeling in your chest, be short of breath, have a wheeze and cough. Hayfever will last for weeks or months, unlike a cold, which usually goes away after 1-2 weeks.

How to treat Hayfever yourself

There is currently no cure for hayfever and you can't prevent it. You can do things to ease your symptoms when the pollen count is high.

Do:

- Put Vaseline around your nostrils to trap pollen
- Wear wraparound sunglasses to stop pollen getting into your eyes
- Shower & Change your clothes after you've been outside to wash pollen off
- Stay indoors whenever possible
- Keep windows and doors shut as much as possible
- Vacuum regularly and dust with a damp cloth
- Buy a pollen filter for the air vents in your car and use a vacuum cleaner with a special HEPA filter
- Do not cut or walk on grass
- Do not spend too much time outside
- Do not smoke or allow smoking around you
- Do not dry clothes outside (they can catch pollen)
- Do not let pets into the house if possible (they can carry pollen indoors)

Allergy UK has more tips on managing hayfever. - [Allergy UK | National Charity | Free Allergy Support & Resources.](#)

Over the Counter Medication:

Speak to your pharmacist if you have hayfever. They can give advice and suggest the best over the counter medication such as antihistamine drops, tablets or nasal sprays to help with the itchy, watery eyes, sneezing and blocked nose.

Op COURAGE: The Veterans Mental Health and Wellbeing Service:

Op COURAGE: The Veterans Mental Health and Wellbeing Service is the new overarching name for NHS veteran's mental health services. The name has been informed by feedback from the Armed Forces community and developed by veterans and their families. The service, which is available across England, provides a complete range of mental health care and support for Service leavers, reservists, veterans and their families.

GPs can refer individuals to this service and are asked to familiarise themselves on how to do this. Information on this service and contact details are available [here](#).



NHS Health Checks

Are you aware how many screening and health checks are available to you?

While things are relatively stable do get your routine smear tests, immunisations and bowel screening done.

The NHS screening programmes currently offered in England are listed below. For further information log into: <https://www.nhs.uk/conditions/nhs-screening/>



NHS Health Check:

The check is for people who are aged 40 to 74 who do not have any of the following pre-existing conditions, as these will already be being treated, or assessed by the surgery:

- heart disease
- chronic kidney disease
- diabetes
- high blood pressure (hypertension)
- atrial fibrillation
- transient ischaemic attack
- inherited high cholesterol (familial hypercholesterolemia)
- heart failure
- peripheral arterial disease
- stroke
- currently being prescribed statins to lower cholesterol
- previous checks have found that you have a 20% or higher risk of getting cardiovascular disease over the next 10 years

How do I get an NHS Health Check?

If you're in the 40 to 74 age group without a pre-existing condition, you will need to contact the surgery to arrange this. You can also call your GP surgery to book a blood test prior to having a Health Check. This is a "risk assessment" for potential heart disease or diabetes.

For further information, log into: <https://www.nhs.uk/conditions/nhs-health-check/nhs-health-check>

Diabetic eye screening:

From the age of 12, all people with diabetes are offered an annual diabetic eye test to check for early signs of diabetic retinopathy.

Cervical screening:

Is offered to women aged 25 to 64 to check the health of cells in the cervix. It is offered every 3 years for those aged 25 to 49, and every 5 years from the ages of 50 to 64.

Covid vaccination Session from the One Jain website - Clearing your concerns:

Please see a link for a brilliant session about COVID vaccination. A panel member is Harrow East PCN GP practice partner, Dr Nihar Shah.

Please see the link on One Jain website - <https://www.onejainuk.org/>

Please see links below relating to talks given by Dr Nihar Shah and Dr Ali Abbas Hasham with regards to coronavirus vaccine concerns for our different communities:

<https://youtu.be/imeDoXRhpYM>

https://youtu.be/n6O_JyUSJMQ

Covid-19 Shielding Letters:

To help make these easier to understand please see link below to a BBC news report, which provides some really helpful context. https://youtu.be/liCA_LpLOIU

Home delivery of medicines and appliances approved for anyone living in England who has been notified by Test and Trace to self-isolate.

School absence note requests schools should not encourage parents to request unnecessary medical evidence i.e. doctors' notes from their GP when their child is absent from school due to illness .

A Patient Experience in times of Covid Pandemic by Jeffrey Austin
PPG member, Bacon Lane Surgery

My Visit to Maxillo-Facial Oral Surgery Unit at Northwick Park Hospital or "
Appointment with fear / Short term pain for long term Gain "

Having pain in one of my top back teeth, my dentist informed that as I was taking clopidogrel medication a blood thinner, she had to refer me to the Maxillo-Facial Oral Unit at Northwick Park Hospital, for the tooth extraction - I had to wait many months, (with the help of pain killers!), before receiving the hospital appointment.

I was already apprehensive of a hospital visit regarding catching the Virus. My worry seemed to increase when the appointment date was confirmed as 3rd. September, the date that the Second World War started!! I arrived at the clinic wearing mask and examination gloves and after booking in by staff who were seated behind a tall plastic/glass partition, was requested to sit in the waiting room which consisted of three rows of about 20 chairs each and including me, there was only 2 other patients. Therefore, we were able to observe the 2 metre rule many times over, being extremely well spaced between patients!! Therefore, my apprehension was reducing.

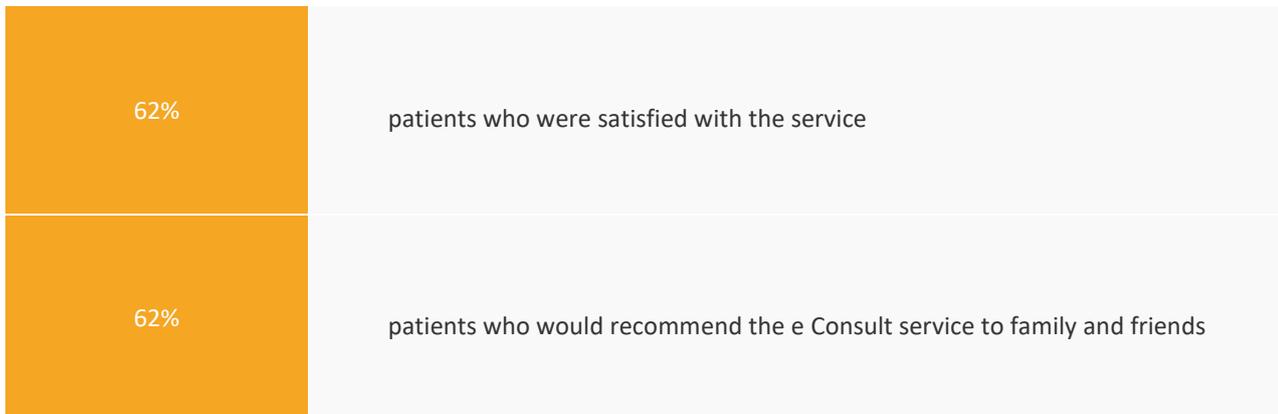
A nurse, wearing PPE equipment, checked my name, date of birth and finally took my temperature. If I remember correctly, she asked if I had had a temperature, cough or been with anyone who had experienced these symptoms. • I passed the tests! I was then ushered into the dentist's surgery and observed all posters, pictures seemed to be removed, presumably to keep the surgery free of all contaminations. I was alone, and then immediately joined by the dentist together with the dental nurse, who I can only describe as space men and space women! They were dressed in what appeared to be, full PPE protective equipment.

No need to go into detail of the procedures that was carried out, except to add, their protective equipment did in no way seem to hinder the excellent service that they administered to me. The whole episode appeared quite safe and resembled, I suppose, treatment in a private clinic, by that I mean very few patients. (before anyone accuse me of being biased)! Treatment in the NHS is and was definitely first class I am due to return soon for further treatment and have no qualms regarding safety. I am (almost) looking forward to it, who wouldn't to get rid of the terrible pain!

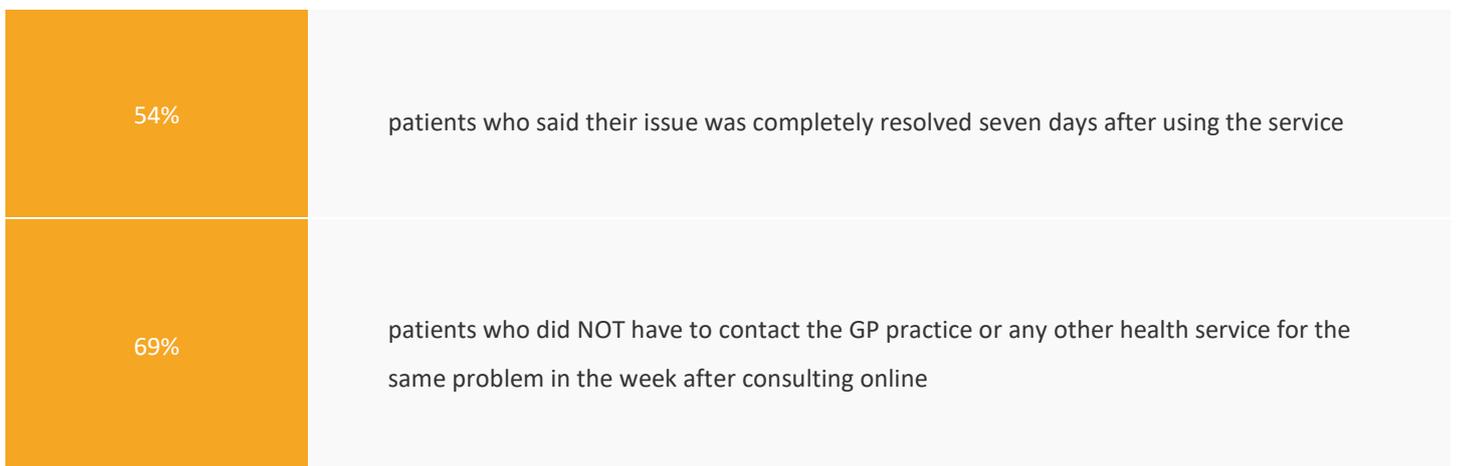
My thanks are due to all the Clinicians and Staff at the Maxillo-Facial Oral Surgery Unit, Northwick Park Hospital

Your e-Consult patient feedback - March 2021

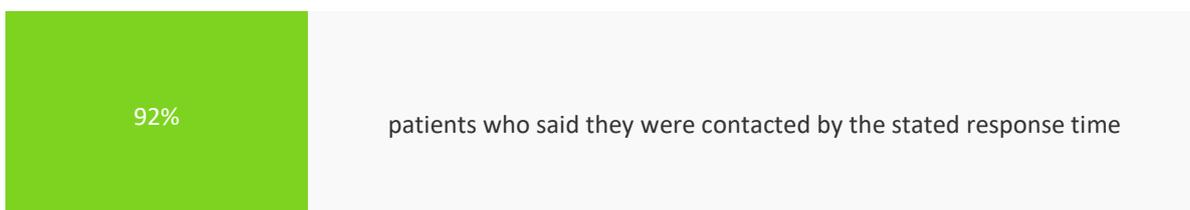
Were our patients satisfied with e Consult?



What were your patients' care outcomes after using e Consult?

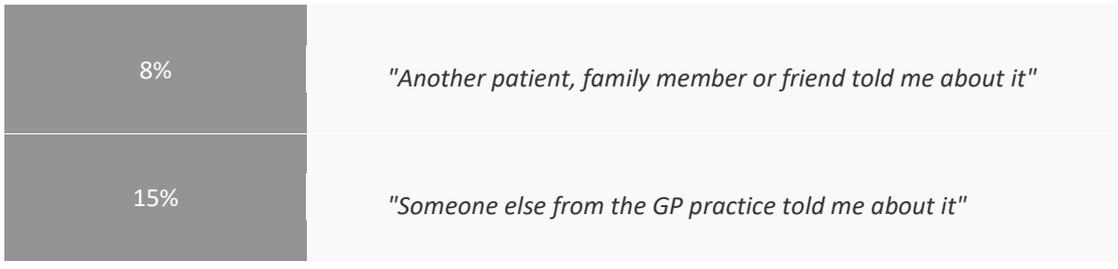


Did patients say they were contacted in time?



How did patients hear about e Consult?





March DNA (did not attend) figures are **1.49%**, slightly lower than January, nevertheless, still excellent! Obviously, these means **98.51%** of patients kept their appointments. (Hoping that my maths is correct !!)

A HUGE THANKS TO OUR PATIENTS FOR MAKING THIS HAPPEN 😊!!

[BLS DNA's for March 2021 from Jeffrey Austin PPG member:](#)

	BOOKED	DNA
DOCTORS	1786	1
HCA	602	32
MSK	186	6
NURSE	149	6
DIETICIAN	8	0
PHARMACIST	487	3

Missed appointments are a big waste of doctors, clinicians and reception/admin staff's time, also, a huge cost to the 'cash strapped' NHS. If you unable to keep an appointment for any reason, please contact the surgery to cancel your appointment as soon as possible, thus enabling another patient to have the appointment instead.

For BLS patients wishing to do a lateral flow test – These can be completed at local community pharmacists that are offering this service or you can order them online from Friday 16th April 2021 at <http://nhs.uk/get-tested>

Mental Health Support: We understand during this time stress, anxiety and depression can be an issue. Every mind matters have useful information on their website: <https://www.nhs.uk/oneyou/every-mind-matters/>

Samaritans can also be contacted on 116 123 24 hours or Text: 'Shout' to 85258

Childrens' Support: This is a time of uncertainty and a lot of children and young people will be feeling anxious and worried about what is going on. Given that the situation is changing rapidly at the moment updates are available:

<https://emergingminds.org.uk/resources/>

Headspace App: www.headspace.com. Meditation has been shown to help people stress less, focus more and even sleep better. Headspace is meditation made simple. We'll teach you the life-changing skills of meditation and mindfulness in just a few minutes a day.

Top tips to improve your mental wellbeing:

1. Reframe unhelpful thoughts
2. Be in the present
3. Get good sleep
4. Connect with others
5. Live a healthy life
6. Do something for yourself

For more information, follow the link below:

<https://www.nhs.uk/oneyou/every-mind-matters/top-tips-to-improve-your-mental-wellbeing/>

Mind www.mind.org.uk Tel: 0300 123 3393 (Mon-Fri 9am-6pm)

Pharmacies: Please utilise your local pharmacy who are able to provide over the counter solutions for many symptoms including, coughs and colds, verruca's, eye infections, thrush, hay fever, diarrhoea, constipation, mouth ulcers, head lice: You can purchase all treatments from your local pharmacy and some medications are available at supermarkets. Please try these over the counter treatments before contacting the surgery.

The editors and surgery would welcome any comments regarding this newsletter, including contributions to be considered for future publications.

Thank you from all of the staff at Bacon Lane Surgery.