



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

June/July 2021

Issue 3:

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.

BLS Staff Team - leavers May 2021

Mrs Tahera Abdulhusein - Minor Injury Specialist

Mr Gaverett Smith - Receptionist/Administrator

[Regarding certificates or evidence about your COVID vaccination status:](#)

[We are unable to issue this certificate at the practice.](#)

See <https://www.gov.uk/guidance/demonstrating-your-covid-19-vaccination-status-when-travelling-abroad> for further information.

Proof of your vaccination status will be available in the NHS app from 17th May 2021,

The NHS app can be downloaded from:

<https://apps.apple.com/gb/app/nhs-app/id1388411277> for iPhone/iOS

<https://play.google.com/store/apps/details?id=com.nhs.online.nhsonline> for Android.

If you have not used it before, there is a self-registration process within the app to create an "NHS login" as per <https://www.nhs.uk/nhs-services/online-services/nhs-log-in/>

If you already have access/ login details for patient online services, for example "Patient Access", you may use this.

Alternatively, you can call the NHS helpline on 119 (from 17 May) and ask for a letter to be posted to you. This must be at least 5 days after you've completed your course of the vaccine. The letter may take another 5 days to reach you, or more if postal services are affected. Please take account of this when making your plans.

Covid vaccination information can also be accessed via Patient Access.

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.

**** Please do not under any circumstances leave your own personal sharps bins/injections outside of Bacon Lane Surgery as we cannot dispose of these and this is a serious health and safety breach. You need to call the council tel number: 01992 765226**

Face coverings: As per the revised Government guidelines, all patients aged 1 or over visiting the surgery will need to wear their own face covering at all times while inside the surgery. A cloth face covering should cover your mouth and nose while allowing you to breathe comfortably. It can be as simple as a scarf or bandana that ties behind the head.

Please visit <https://www.gov.uk/government/publications/how-to-wear-and-make-a-cloth-face-covering>. Thank you for your cooperation.

****Karla our HCA is now back with us and as a reminder you can book the following appointments now with her: Hypertension reviews, blood pressure checks, MRSA swabs, rheumatoid arthritis reviews face to face, wound care, diabetic foot checks, training on how to use diabetic glucose machine, pneumococcal, shingles and flu vaccinations, memory tests, stitch or clips removal, ear checks, Vitamin B12 or Vitamin D injections and NHS Health checks.**

Covid vaccine:

More than 90% of Britons develop antibodies to coronavirus after having one dose of the AstraZeneca or Pfizer vaccines, and almost 100% do so after their second jab, research shows. Be sure to get your second shot. Some 13,000 deaths and 39,100 hospitalisations have been prevented in the UK due to the vaccination programme up to 9 May 2021, according to PHE analysis.

Trained dogs can sniff out coronavirus with up to 94% accuracy:

The canines were able to sniff out samples from people who were infected with coronavirus but were asymptomatic.

Lockdown binge-eating, box sets and bored 'a health time bomb:

Seems we've all eaten badly, sat at home, maybe drank a bit more, watched Netflix and played computer games, drug and alcohol intake has risen during lockdown, with the demand for mental health support also rising. Those who are lonely or isolated or haven't left the house will need to look at getting back into

the community. There's never been a better time to get active and to be a good neighbour.

Psychic Doctors at Bacon Lane? From Roy Poulter PPG member:

Wouldn't it be great if the doctor knew what was troubling you, even before they rang you to discuss it?

Well now they can and it's really easy - All you do now is contact the surgery online using e-consult. Practically every GP surgery does it like that now. If you still haven't given it a go, here's an easy way to get going and you will be contacted by the end of the next working day.

Go to the Bacon Lane Surgery website, (www.baconlanesurgery.co.uk), or you can use Google to find it.

A big blue box will come up on the home page saying 'contact your doctors online'

Choose 'ask about common problems'

From the list that comes up pick your problem (or type it into the search box)

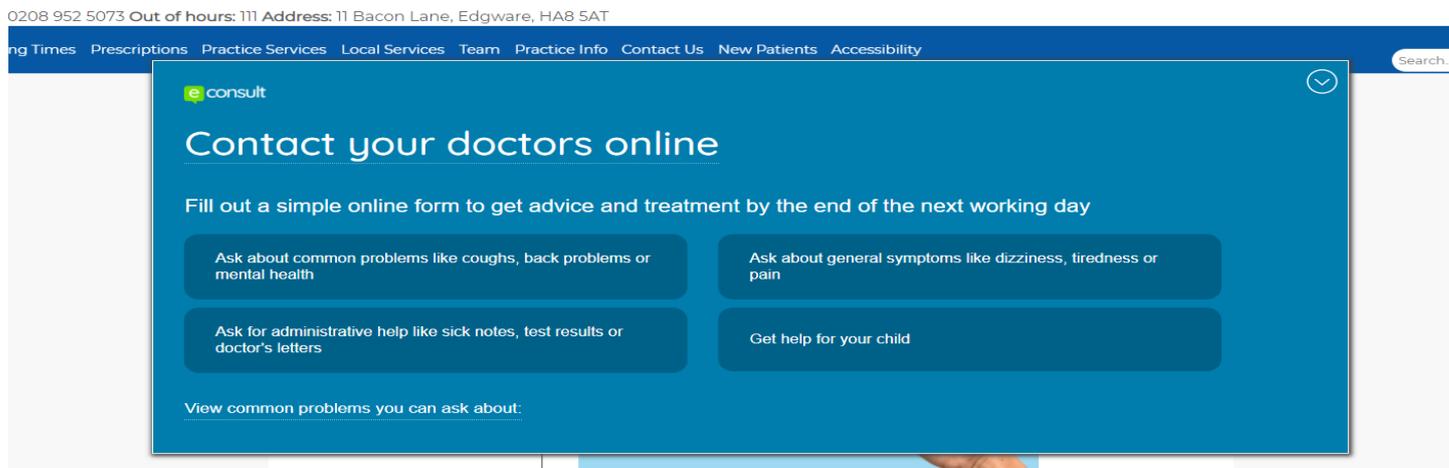
When you've chosen it you'll get the option on the next page to say

'I want treatment and advice from my GP'

You'll get an online form to work through, very simple questions and your chance to say what's wrong, and at the end just press 'submit' and sit back for someone to contact you.

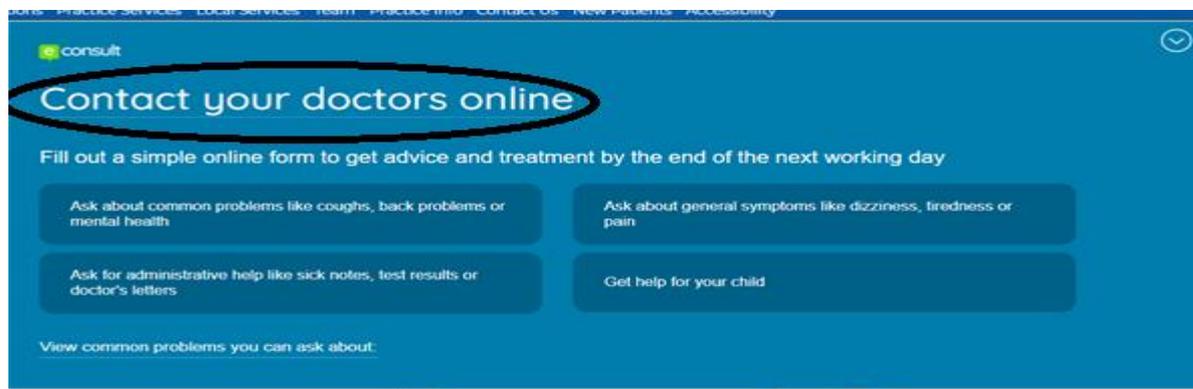
It's only strange the first time you use it, then it's great not to wait on hold for ages or find the number engaged. It also really helps the surgery to reduce the number of calls, freeing the lines for other urgent calls.

Please see how to resolve general E consult issues below:



If for any reason once your E consult is completed, and on the screen you get a message to contact 111 or contact your GP as soon as possible, but your query is not urgent then please re-do the E consult via the below by clicking on "Contact your doctors online":

Step 1)



Step 2)

Then click on the circled section "request general advice" as per arrow.

****E consult is no longer 24 hours, it is now only available Monday to Friday 08.00 to 18.30**

Search by condition, symptom or topic

For example: back pain

Search

To get help from your doctors, find your condition below or [request general advice](#)

All conditions

A-Z

For your child

Body map

**** Mihaela our phlebotomist can also do blood pressure checks, diabetic foot checks and pneumococcal and flu vaccinations – please if you cannot keep your appointments with our phlebotomist or HCA call the practice to advise so we can offer your appointment to another patient.**

GDPR issues: General Data Protection Regulation enforceable from May 25th, 2018 – this means we as a GP practice cannot discuss a patient's medical information with anyone other than the patient unless we have received written authorisation from the patient to speak to this person. It is the same with paperwork being collected on behalf of a patient, we cannot do this unless we receive authorisation from the patient for this to happen. Please do not shout at the receptionist if they refuse to speak to you and we do not have written authorisation to do so we are following GDPR regulations as we must.

Message from the Practice Manager:

As we are beginning to see the light again after coming through such difficult and challenging times, I feel it is prudent to share some thoughts with you. I am the new Practice Manager, having been in post here since November 2020.

Let me give you some details about the running of the surgery. We have GP's, a practice nurse, clinical pharmacist, MSK Specialist, health care assistant, phlebotomist together with our team of receptionists, supervisors, medical secretary and myself.

Our dedicated team work together to provide the very best service we can to our 8,500 patients. I can appreciate that this might not have always have been seen as being the case, but myself and the admin team have been working very hard to improve and address and learn from our shortfalls. These are new times and we have to move forward from the past.

I think that the best way to explain the system is to "walk you through" the process. The appointments system has come a long way since the days of turning up and sitting for hours in the surgery waiting to see a Doctor. Followed by an appointments system which often meant waiting for nearly a month for an appointment, the e consult/ telephone triage system seemed a much better idea, and Bacon Lane Surgery was one of the very few surgeries in the country where a GP did the triage - and then along came Covid...

The e-consult form has been met with horror by some, and embraced by others. We soon realised that technology is not the friend of all of our patients and recognise the difficulties it presents to some of our patients in the former category. Therefore, we have trained our Reception staff to complete the form for those less able. The E Consult forms can be seen as daunting, but the various options given lead to the best care for the patient. It is up to the patient to give a clear, precise and succinct explanation of their symptoms in order to get the most appropriate appointment. The E consult is then triaged by a clinician who will decide the next course of action needed.

A very high temperature in a new-born could merit an almost immediate face to face appointment, however an ongoing back pain, suffered for several weeks, could merit a telephone appointment and a text would be sent to the patient to call to arrange such an appointment. For the patient with the back pain this can seem very harsh, and during the telephone consultation it might well be that a face to face appointment is subsequently arranged. Given the very high volume of patients needing treatment this new system is the best solution for everyone.

Whilst we want to do everything in our power to give the patient the best possible care, we find that the GPs can conduct numerous telephone/ e consult appointments in a day. In these Covid times only limited in surgery appointments can take place. Before and after each appointment the consulting room has to be sanitised, meaning that less face to face appointments can actually take place. We

also have to provide a Covid safe and secure environment for both patients and our staff namely limiting the number of patients in the waiting room to ensure that patients and staff are protected at all times.

I realise that this new system is not ideal for all patients, however I would ask that if you are asked to either complete an e consult form or arrange a telephone consultation appointment you don't take it out on our reception staff. It is very upsetting for them to be shouted at for doing their jobs and trying their best to help and support you as a patient, please remember they are human too.

The NHS has a zero tolerance policy for abuse to staff so if you shout or swear at the receptionist they will terminate the call as per the zero tolerance policy. Whilst we always try to be compassionate and understanding to our patients, if you really feel that we are not doing everything we can for you, it is ultimately your choice to stay with us or go elsewhere.

Another important issue is one of data protection. Unfortunately, we are unable to discuss patient details with anyone but the patient. Unless of course the patient has previously written to the surgery giving consent for their details to be shared with a named person. We often get calls from concerned relatives and we understand the distress our inability to comply causes, so I would urge you to get this consent recorded at the surgery as soon as possible.

You have a very important voice in our community, Bacon Lane Surgery has an active Patients Participation Group and you would be most welcome to join if you feel you could make the surgery a better place.

My role as Practice Manager is to ensure that the surgery works well for all involved and would encourage you to contact me if I can be of any help to you, alternatively please email baconlane.surgery@nhs.net and mark the email for the attention of the practice manager.

**** AS a GP practice we do not deal with optician appointments; these would need to be arranged directly with an optician of your choice**

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!

****When visiting the practice please come on your own unless it is absolutely necessary to bring someone else with you, this helps to keep you safe as well as other Bacon Lane Surgery patients sitting in the waiting room and Bacon Lane Surgery reception and clinical staff coming into contact with you.**

All initial GP appointments will be via telephone consultation not face to face and these appointments do not have specified times when the GP will contact you, they will be either morning or afternoon appointments, so please do not call the practice asking for a confirmed time for the appointment. The ONLY timed appointments will be those that are Face to Face.

DNA figures for April 2021 from Jeffrey Austin PPG member:

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.

This especially applies to HCA missed appointments which rate is continually the highest amount of missed/cancelled appointments. Remember that doctors/clinicians need these results from the HCA to diagnose patients' conditions."

April DNA rate for BLS is 1.71 % ...percentage of DNA against Booked Appointments since 2013 - arguably one of the best rates in the whole of the UK!

**** Mr Prem Shah our MSK specialist is here all day Tuesday and all day Thursday and can help with any Musculoskeletal (MSK) conditions that you might have. Namely conditions affecting your joints, bones and muscles, please contact the surgery to book a telephone or face to face appointment with Prem.**

April 2021 DNA

	BOOKED	DNA
DOCTORS	1672	2
HCA /PHLEBOTOMY	477	31
MSK	206	6
NURSE	151	7
PHARMACIST	354	3

HCA = 6 DNA

PHLEBOTOMIST - 25 DNA

****Reminder - Ear irrigation:** We no longer offer this service at the surgery, we can do ear checks only

Please remember as a GP practice we cannot take the following over the phone:

Repeat prescription requests- To be done online/in writing

Change of medication requests - to be sent via e mail/in writing

Requests for antibiotics - to be sent via email/in writing

Change of address information - to be sent via email/in writing/via our website:

<https://baconlanesurgery.co.uk/contact-us/update-your-details/>

Change of name information - to be sent via email/in writing/via our website:

<https://baconlanesurgery.co.uk/contact-us/update-your-details/>

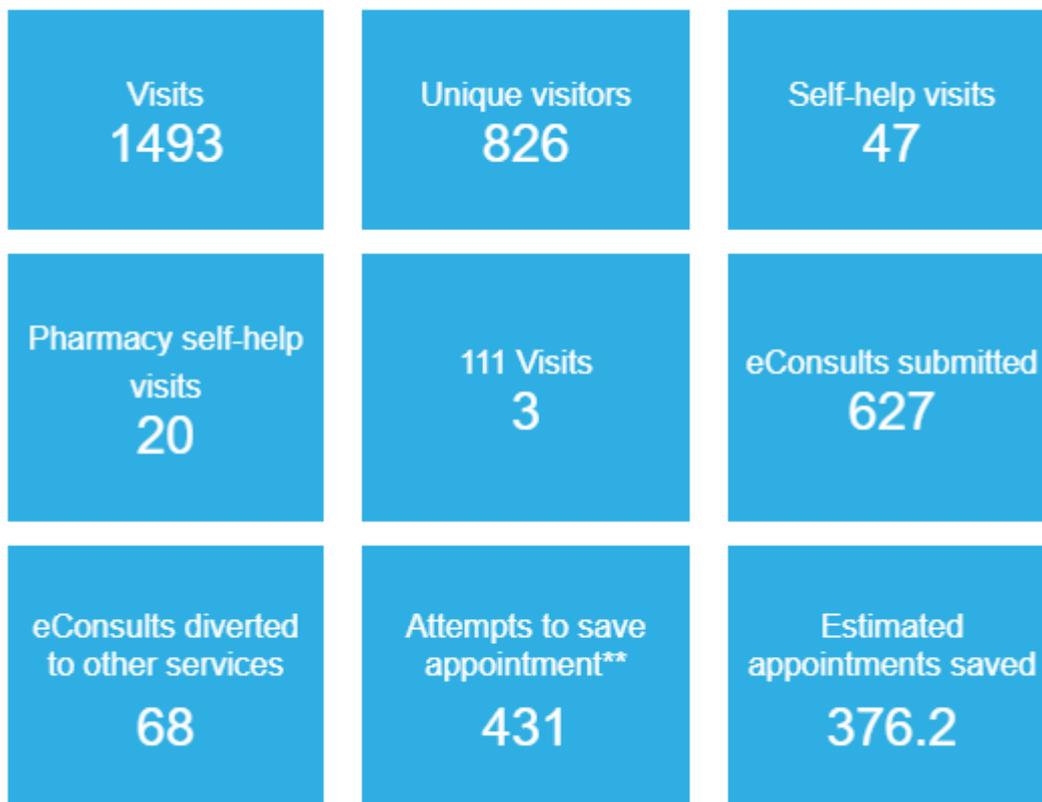
Insurance letters - to be sent via email/in writing

Private referral letters - to be sent via email/ in writing

Sick note requests - to be done online/in writing

Requests to speak on behalf of someone else without consent being given - see paragraph relating to GDPR

E Consult Figures for May 2021:



Please do NOT ask your GP to treat your Dental conditions, or refer you to Hospital for dental problems. They are not trained Dentists and their Medical Indemnity does not cover them for dealing with Dental problems. Please visit your own Dentist for the same. If you do not have a Dentist, please call 111 for a list of NHS Dentists in your area or visit <https://www.nhs.uk/service-search/find-a-dentist>. All requests for Dental Domiciliary visits must be arranged by your own Dentist. GPs and the GP Surgery do not have access to this service.

Message from Harrow Community Dietitians:

Dear All,

We have had a number of incidences of patients turning up at the practice to be seen face to face unplanned.

Please can you ensure that patients are made aware that their appointment, will be a telephone consultation and that they should only come to the practice, if advised to.

We are eager to move towards face to face appointments, but we need to be aware in advance, e.g. screening for Covid and have sufficient time for the appointment.

From the Barnet Wellbeing Hub:

If you feel a little unsure about yourself or struggling with something, our friendly navigators are on hand to take some time out to understand what you are dealing with and find a way to help.

The navigators will ask you to share some information about yourself, and they call it an emotional health check, which will be confidential and kept securely; they will work to prioritise what you want to do, how, and when. This may involve being referred to other services or community groups, receiving wellbeing support, or,

if need be, accessing talking therapies from one of our range of excellent community providers. This service is provided by Meridian Wellbeing.

We accept referrals from individuals, their families, community organisations, and health and care professionals. The Hub is currently closed to visitors due to the pandemic. However, they are still operating a full range of services.

The Barnet Wellbeing Hub is the single point of access to mental health Social Prescribing, acting as the gateway for individual to access services and activities in the community to improve their wellbeing. The service is provided by Meridian Wellbeing.

Upon contacting us, we will conduct an Emotional Health Check, similar to a physical check you may have with your GP, this is an emotional 'M.O.T'. This will help you identify services and activities that can benefit you. Your navigator will help you to ascertain your goals and needs, and employ a person-centred and tailored, social prescribing to inform and encourage you to access the appropriate services. Your navigator will aim to empower you to give you the options to make your own wellbeing choices and formulate your personal wellbeing plan. The service is provided by Meridian Wellbeing.

How can the hub help me?

The hub will support you directly, or they may refer you to any number of services or activities throughout Barnet; examples of those services are listed below.

How can I access it?

You can book by speaking with a navigator over the phone or via email. We accept self-referrals and referrals from professionals supporting you.

For self-referral, please [click here](#).

For an agency referral, please [click here](#).

Contact The Wellbeing Hub: 03333 449 088 | info@barnetwellbeing.org.uk

Our own Dr Hasham was at Twickenham Stadium distributing Covid vaccinations during the recent bank holiday weekend event for the over 18s, it ended up with approx.11,000 additional people being vaccinated during that time, huge thanks to all who helped out during this event 😊

Please see picture below of an empty Twickenham Stadium before it filled up with patients taken by Dr Hasham.



Prescription reminder information:

If your prescription is due and your medication review up to date, it will be issued within 72 hours.

If your request is an acute/ past or an urgent medication the doctor will decide whether it can be issued or you need a consultation to discuss/review.

If your medication review is not within date your prescription may take longer to process. Please note if you are requesting your medications too early we will not process unless there is a reason for the early request.

If you have nominated a chemist then as per your request, we will send the prescription to your chosen chemist.

Ordering Repeat Prescriptions

From 1st of November 2019 our **preferred method for you to request medication** is via patient access. You will be required to register for this service, please follow the link to register www.patientaccess.com Patient Access is reliable, secure and confidential.

TO HELP US PROVIDE AN EFFICIENT SERVICE TO ALL OF OUR PATIENTS AND TO MANAGE OUR LARGE VOLUME OF PRESCRIPTION REQUESTS, PLEASE COULD YOU REMEMBER TO REQUEST YOUR MEDICATIONS WHEN YOU HAVE ONE WEEK OF MEDICATIONS REMAINING.

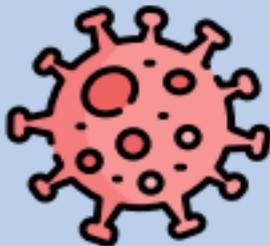
The editors and surgery would welcome any comments regarding this newsletter, including contributions to be considered for future publications.

Thank you from all of the staff at Bacon Lane Surgery

What can your NHS dentist do for you?

The NHS provides essential treatments needed to keep your mouth, teeth and gums healthy and free of pain. Any treatment that is clinically necessary should be available. Here is some advice and details of the treatments and costs, giving you the knowledge to smile with confidence.

Finding a dentist
www.nhs.uk/dentists



Visiting your dentist during the COVID-19 pandemic

- Please only visit your practice if you have an appointment and book an appointment only if essential – dentists are currently prioritising the vulnerable or those with the most urgent need.
- Appointments for some routine treatments, such as dental check-ups, may have to be rescheduled for a later date.
- Your practice will look a little different than usual as they will be operating in a way that observes COVID-19 social distancing and hygiene rules to ensure everyone's safety.

Your first routine visit

- The dental practice will take your medical and dental history (if available) and carry out a check up; examining your mouth, teeth and gums.
- Following your check up if your dentist recommends dental treatment, you'll be given a plan. This outlines all the treatments you are having and how much they will cost. If you are not given a treatment plan, ask for one.
- Your dentist will recommend a date for your next visit. People with good oral health may need to attend once every 12 to 24 months, but those with more problems may need to visit more often.



Emergency dental care

- Anyone who needs emergency dental care should first call their dental practice.
- If you cannot contact your dentist or do not have one, patients are advised to use the NHS 111 online service: www.111.nhs.uk