

THE MUSWELL HILL PRACTICE

SPRING 2016 NEWSLETTER

WWW.THEMUSWELLHILLPRACTICE.CO.UK

NEW NAME

On 1st April 2016 we changed our name from Dukes Avenue Practice to The Muswell Hill Practice. We wanted a name that reflects the community we are in, rather than the name of a street. We are also the largest practice in the area and wanted our name to represent that. Our patient group was consulted some months back when we were thinking about the idea and gave us some useful tips.

CLINICAL MEETINGS

Did you know that our clinical staff meet weekly together for ongoing training? They have outside speakers, discuss audits and good practice and have community team meetings with our health, social and third sector partners. In a recent meeting, one of our registrars presented on commonly used eczema moisturising creams. The clinicians looked at a range of moisturisers, featuring the most expensive and cheapest brands on the market, and Aquamax was deemed to be the best. See the photo below showing the blind testing happening!



STAFF UPDATES

Registrars Dr Ginny Homfray and Dr Lucy Jones joined us in February.

Nurse Nivetthy Karunakaran joined us in May as our new full time nurse.

Dr Marita Koumettou has given birth to a healthy boy. She returns from maternity leave in February 2017.

HOW YOU CAN HELP US

Sign up for Electronic Prescribing so you can get prescriptions sent directly to your pharmacist. This reduces paper, reduces queues at reception and is quicker for you. We have one of the highest uptakes in the country for this, in January 2016 - 9300 scripts done of which 7500 were sent via EPS (HSCIC figures), which equals 80%.

Sign up for Patient Access so you can view, book and cancel appointments online. This reduces the number of calls to reception meaning you'll get through quicker. You can do more things online too, like request repeat prescriptions. Bring in a form of photographic ID to reception and they will give you a code to enable you to access the site to do this.

PATIENT FEEDBACK

The most recent independent survey of GP practices, rated us really well (<https://gp-patient.co.uk/practices/F85063>), in particular

- ✓ 91% of respondents would recommend this surgery to someone new to the area. (The local CCG average is 71%)
- ✓ 97% of respondents say the last nurse they saw or spoke to was good at treating them with care and concern (The local CCG average is 82%)
- ✓ 93% of respondents say the last GP they saw or spoke to was good at giving them enough time (The local CCG average is 79%)

We did an in-house survey for patients who come to our anti-coagulation clinic. The survey took place between December 2015 and March 2016. Forms were handed out to around 120 patients and 47 forms were returned (40% return rate). Everyone said that they would recommend the service. Well done to our nurse Tinu who manages this.

SUN EXPOSURE

As the weather begins to change, do remember the importance of managing your sun exposure.

- Avoid the sun when it is at its hottest (usually between 11am and 3pm)
- Dress sensibly; wear clothes that will provide protection from the sun.
- Use sunscreen - suitable for your skin type and one that blocks both ultraviolet A (UVA) and ultraviolet B (UVB) radiation. A sun protection factor (SPF) of at least 15 is recommended.

Remember - the best way to prevent all types of skin cancer is to avoid overexposure to the sun.

QUICK REMINDERS

- We encourage all patients to use our pod room at least once a year to update your health records with your blood pressure, height, weight and smoking status. Please remember to FILE at the end otherwise the information will not be stored.
- For the last 18 months, we have offered doctor and nurse appointments on a Saturday at a clinic in Crouch End. This is part of the federated work we do. Ask at reception for one of these appointments, which can be booked in advance.
- We've updated our website www.themuswellhillpractice.co.uk do take a look for lots of useful information.
- We have an active patient group – let us know if you'd like to be more involved.
- We offer travel vaccinations here, including private ones where there is a charge and we are a yellow fever approved centre.
- Sign up to receive this newsletter via email - give your name to reception or sign up via our website.