



Brand New GP Primary Care Centre at Mount Vernon opening early 2007

If you are not already a patient with us...

Would you like to join our practice?

For an information pack & application forms

**Call Julie
01923
845807**

As the largest and longest established GP practice at the Northwood Health Centre, we have been at the forefront of developing many innovative services. As a result of inevitable expansion of our services, space at the Northwood Health Centre has become a problem. We are presently having to work in extremely cramped and out-dated conditions. After ten frustrating years of unsuccessful attempts at re-developing the Northwood Health Centre, the Steven Shackman Practice, in 2003, finally decided to develop it's own brand new primary care centre at Mount Vernon Hospital. Three years later we're ready to start building. It's taken this long to design it, gain planning permission, raise the finance and buy the land. We're hoping that we'll be able to move early in 2007.

However we won't be saying goodbye to Northwood Health Centre, we'll still have a branch surgery there so we can continue to treat our patients who live within walking distance. Throughout the development process we've had consistent support from the Hillingdon Primary Care Trust. Our new surgery with 14 consulting rooms and 2 nurse treatment rooms will give us the ability to become a "super-surgery" as envisaged in the recent government White Paper. This promotes the idea of shifting more medical diagnostics and treatments out of hospitals into local Primary Care Centres. We'll be well set up to provide additional care, not only for our own patients, but for others through additional specialist services we may be able to offer. It's an exciting time for us. After all the talking, we're

hoping it won't be too long now before we see our vision turn into a reality. The new health centre will be sited on 1/3rd of an acre of disused land just inside Gate 1 of the Mount Vernon Hospital site. Parking shouldn't be a problem as the centre will have its own patient parking area and will also be in close proximity to the bus-stops at Gate 2.

Other plans for Mount Vernon includes a £13 million state-of-the-art *Treatment and Diagnostic Centre* planned to be built early this spring.

"Our patients will not only benefit from the brand new health centre but will also have close access to the state-of-the-art community services being developed at Mount Vernon Hospital."

Contents

| | |
|-------------------------------------|---|
| The New Surgery | 1 |
| Questions & Answers | 2 |
| New Name for Surgery | 2 |
| Help Us Raise Funds | 2 |
| Internet Booking | 3 |
| The New Info. Booklet | 3 |
| HARMONI Out-of-hours | 3 |
| Our Services | 3 |
| Making the most of your appointment | 4 |
| The SSP team | 4 |



3-D Computerised Model of the proposed New Primary Care Centre

THE NEW GP CENTRE

Will all existing patients be welcome at the new health centre?

Yes, most definitely- we plan to continue to care for all our patients. Even though we are moving more northwards of our current catchment area, we're hoping that all our patients will stay with us.

Will you still run clinics at the Northwood Health Centre?

We will still be running a daily surgery at Northwood Health Centre. In effect this site will become our 'Branch Surgery'. However the emergency clinics will be run from Mount Vernon.

Will there be a change in your practice boundary to accept new patients?

The Practice boundary will be re-defined more centrally from the Mount Vernon site. The boundary will therefore increase, allowing for more patients to be eligible for joining the practice.

How big will the health centre be?

The floor-plan of the new centre is as big as that of the present Northwood Health Centre. The ground floor will be for clinics and the upper floor for admin offices and teaching rooms.

Questions & Answers

How is the project being funded?

The whole project is being funded by a loan taken out by the Partnership Team. This project is not a private finance initiative (PFI). The Hillingdon Primary Care Trust is fully backing this initiative.

What travel options have I got to get to the centre?

- ▶ By bus: The bustop by Gate 2 services the 282, 8, 331,H11,R21.
- ▶ By car: The Surgery will have 40 reserved parking spaces and 4 allocated spaces for the disabled. You will also have access into the Hospital visitors car-park.
- ▶ By Taxi: As well as local cabs, Henry's Cabs is sited within Mount Vernon.
- ▶ Bike parks will be available.

Will you be getting more doctors and nurses?

With the extra rooms there will be scope for improving our services.

▶ In the short term we plan to reorganise our timetable in order to improve clinic times and availability. There will be dedicated rooms for district nurses, health visitors and visiting midwives.

▶ In the medium term we plan to increase our teaching and training commitment. This will mean more doctors and trainees on hand. We also

hope to run more specialist clinics in cardiology and gastroenterology.

Have you any plans to develop other services?

We will potentially have rooms and space to consider other services such as in-house pharmacies, complementary therapies, patient library, health shops, dentists, etc. However in the short-term our goals will be focused upon the organisation of the build and the subsequent transfer of present services.

What's happened to the project to develop the Northwood Health Centre itself?

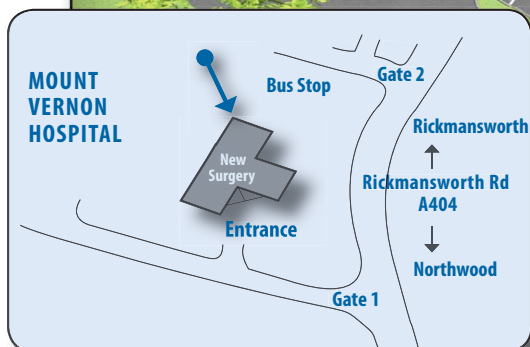
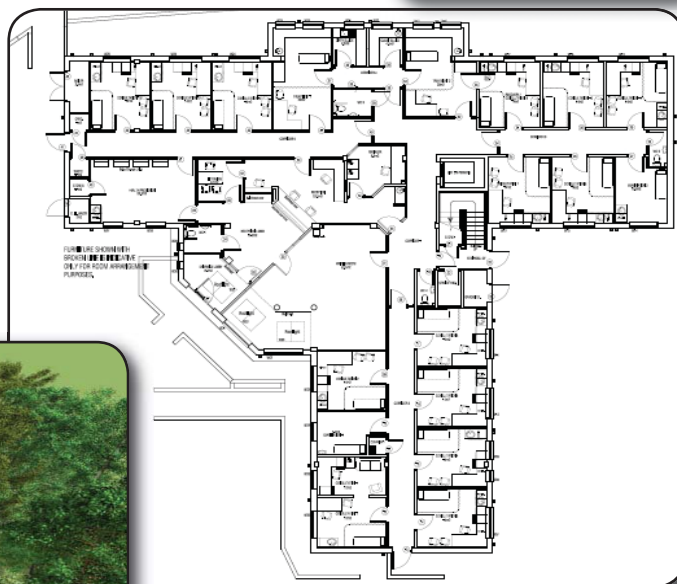
Quite separate to our project, there were also plans to re-develop the Northwood Health Centre under a Private Finance Initiative (PFI) Scheme. However these have now been shelved following the refusal of planning permission.

HELP RAISE FUNDS

We want your visit to the New Centre to be as comfortable and informative as possible. For example, a reception plasma monitor to update you on clinical matters and a touch-screen checking in system. We also aim to furnish every clinical room with modern medical equipment as well as redesign our website. However funding for these things is not available and therefore we are turning to you to help us raise as much cash as possible. If you wish to:

- ▶ contribute financially
- ▶ suggest funding ideas
- ▶ get involved with the fund-raising committee

**PLEASE CONTACT
MAX BLACK
01923 829785**



Win a bottle of Champagne & an invitation to the Opening Ceremony



COMPETITION

A New Name For The Practice?

The new health centre signals a fresh beginning. Therefore we are looking to replace the present name of the practice. So please get your thinking hats on and send in your recommendations for a new name and possible logos for the new centre.

Please send your ideas to:

Max Black, Practice Manager, Northwood Health Centre, Acre Way, Northwood. HA6 1TQ
Or drop a note at reception for his attention

INTERNET BOOKING

USING THE INTERNET TO Make Appointments & Request Repeat Scripts

Introducing our Internet Online Booking. Do you have a computer? Have you heard the news? **Emis Access** is a web link to our surgery, all you have to do is enter your unique pin number and password - this will open a 'user friendly' page giving you access to a number of appointments slots for you to choose at your leisure. REGISTER NOW and bypass our busy telephone system to access our surgery 24 hours a day, 7 days a week. The site is totally private and is as secure as banking on-line. The website will allow you to:

- ▶ make appointments to see your Doctor, Nurse or for our Asthma and Diabetic Clinics.
- ▶ view your list of current medication for you to tick and send repeat requests.
- ▶ send the surgery a message or ask a question

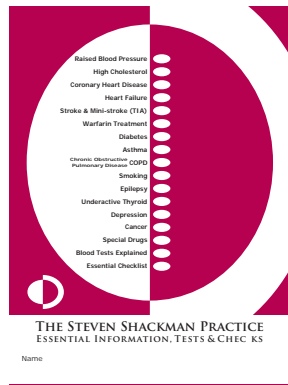
We aim to respond to your requests as quickly as possible, however, please remember that it will take two working days for your medication request to be ready.

How do I register?

Ask at reception today for your unique pin number and an information sheet. We will ask you to sign a confidentiality statement, so we request that you have written consent for other family members if you are requesting on their behalf.

Have you got your copy of our ESSENTIAL INFO, TESTS & CHECKS ?

This innovative and highly informative booklet was written by the Clinical Team at the Steven Shackman Practice. It explains in great detail what kind of tests and checks we expect you to undergo if you suffer from one of the following conditions:



- ▶ Raised Blood Pressure
- ▶ Raised cholesterol
- ▶ Heart Attack
- ▶ Angina
- ▶ Heart Failure
- ▶ Stroke & TIA 'mini-stroke'
- ▶ Warfarin treatment
- ▶ Diabetes
- ▶ Asthma & COPD 'emphysema'
- ▶ Smoking
- ▶ Epilepsy
- ▶ Underactive thyroid
- ▶ Depression
- ▶ Cancer

The booklet also explains the reasons behind the variety of blood tests available. A handy table summarises the tests and checks needed regularly. Each section has a check-list table for you to complete so that you can monitor your own condition. We highly recommend that you get a copy.

FOR YOUR FREE COPY CALL JULIE: 01923 845807

TELEPHONE CONSULTATIONS We have recently introduced a telephone consultation service for those problems that you feel we could help sort out over the phone. You simply ring us and request a telephone appointment. You will then be given a date and time-interval when the doctor will call you.



SOUTH ELEVATION

OUT OF HOURS

If you need to see a doctor out of normal surgery hours, you can telephone HARMONI on 0845 850 1568, alternatively, telephone the surgery and our voicemail will give the number to ring.

You will first be assessed, over the phone by the Triage Nurse who will, depending upon your problem initiate one of the following actions:

- ▶ give you medical advice
- ▶ ask you to attend your normal GP on the next day
- ▶ put you through to the Harmoni On Call clinician
- ▶ ask you to attend the nearest Harmoni centre at Harrow, Watford or Hillingdon

▶ arrange for you to have a home visit

▶ If deemed necessary they will call an ambulance for you to be taken to hospital.

Their report will normally be sent to us by the next day.



Unfortunately just like 999 calls, not everyone uses the NHS responsibly. The cost of simply going to see your GP works out at £20. Telephoning our HARMONI Service at night for advice costs £25. An outpatients appointment at hospital costs £50 and a night-visit by a doctor £150. Calling an ambulance escalates the cost to £200 and if you were unfortunate to require a hospital bed for the night, this would cost a whopping £600.

THE PATIENT PARTICIPATION GROUP

Do you want to get involved with helping the practice deliver better care? The PPG committee meets at 2pm on the second Wednesday of each month at the Northwood & Pinner Community Hospital. If interested, contact..

MAX BLACK: 01923 829785

RANGE OF OUR SERVICES

Diabetes Clinic

Annual assessment
Medication adjustments
Heart Disease Prevention
Personal planning

Heart Disease Clinic

Annual Assessment
Heart Disease Prevention
BP & Cholesterol Checks
ECG Recording

Asthma /COPD Clinic

Annual Assessment
Respiratory Studies
Medication Adjustments
Personal planning
Inhaler Techniques

Womens Health

Preconception Care
Family planning (inc coil insertion)
Antenatal Care
Cervical smear screening
Gynaecology
Post Menopausal Care

Minor Operations

Varruca & Wart treatment
Removal of mole, 'lumps and bumps', ingrowing nails

Travel Vaccinations

Range of travel vaccines including for Yellow Fever

Child Imms & Vaccines

As well as travel vaccines we provide a full NHS programme for childhood immunisation. We do not provide the separate MMR vaccine

Plebotomy

Blood taking service on-site

District Nurse

Wound care
Palliative Home Care
Home Nursing

Health Visitor

Child Care Advice
Baby Clinics
Minor Ailments
Bed Wetting
Child Behaviour

Dietician

Weight Reduction
Diabetes Advice
Special Diets

Counselling

In-house Service

Chiropody

In-house service for diabetics
Vascular Assessment

Private Consultations

We offer a limited private GP/Nurse consultation service for patients not registered with the practice

Training

The Practice has a long history of training nurses, medical students and qualified doctors. We have strong teaching links with Imperial College, UCL and Royal Free as well as Guy's, Kings and St Thomas Medical Schools. All the partners are accredited tutors and we have been regularly commended by medical students and has also received the teacher of the year award.

Make the most of your 10-minute appointment

► **Don't be shy!** Feel free to talk about anything that concerns you (however silly or non-medical it may seem). We will deal with you respectfully and in the strictest confidence.

► **List your problems** in order of priority. If you have more than one problem, mention them all at the beginning (if necessary, make a list). As we have only 10 minutes, it may be better to focus on your main problem in detail and leave others for a future date. Mention any important worries early on and not when you are about to leave.

► When we are **running late** try to understand that some problems cannot be dealt with in 10 minutes. Some patients requiring admission may cause delays.

WHAT TO AVOID DURING YOUR CONSULTATION

► **Avoid arriving late.** Unfortunately to avoid further delays, we will not be able to see you if you are more than 10 minutes late for your appointment.

► **Avoid requesting repeat scripts.** We have a strict safety protocol through which all script requests should undergo. Order your repeat drugs at least a week in advance.

► **Avoid 'Two-for-the-price-of-One'!** However tempting it may be, please try not to ask us to see anyone else (such as your relative or child) in the same consultation. There will not be enough time to deal with their problem in the detail that it deserves. If their problem is urgent speak to the receptionist. It may be possible for the duty doctor to see them.

► **Avoid form signing.** This takes away valuable time during the consultation. Please hand in any forms at the reception for us to deal with later.

THINGS TO ASK YOUR NURSE OR DOCTOR

► **Are all my medications necessary?** Some medications are essential to take to control disease. However some medicines only control the symptoms and in many cases they can be reduced or even stopped without any harm. Discuss this with your doctor or nurse.

► **Is my drug allergy recorded on the computer?** Check that your computerised records have your allergy recorded.

THE STEVEN SHACKMAN PRACTICE TEAM

THE CLINICAL TEAM

DR IAN GOODMAN FRCPG DCH DGM DRCOG LRCP MRCS MA MBChir
Ian qualified in 1981 from Cambridge University. He is an established GP trainer and is involved with both the Department of Health and local care trusts. He is also a director of Harmoni Out-of-Hours Service. His clinical interests include medical informatics, mens health, diabetes, clinical training and issues related to confidentiality.

DR SABBY KANT MB BS MRCPG DRCOG DGM DCH DIP CARD
Sabby qualified in 1986 from Guy's Hospital, London. His clinical interests include teaching, clinical audit, medical journalism, minor operations, diabetes and cardiology. He also works as a GP Specialist in Cardiology for Hillingdon Hospital. He can communicate in Gujarati and Hindi.

DR LIZ HERMASZEWSKA MB ChB MRCPG FP Cert
Elizabeth qualified from Bristol University in 1986 and has been a part-time partner since 1990. She is avidly interested in asthma and chronic lung disease as well as well as womens health, medical training, cancer and palliative care. Together with the asthma nurse, Liz has been responsible for our highly organised and fully equipped asthma and COPD clinics.

DR SUSAN PUGH BSc MBBS MRCPG DRGOG DCM
Dip Family Planning
Dr Pugh qualified in 1996 from UCM. Following a distinction award in her GP membership exams, she joined the practice in 1996. Her interests include mental health, medical training, rheumatology and joint injections. She is responsible for the care of patients at Ceder Court, a local unit for the mentally infirm.

DR FARIDA AHMAD MBBS DRCOG BSc MRCPG DFFP
Dr Ahmad qualified in 1998 from St Mary's Hospital. Following her GP training at Windsor, she joined the team in 2003. Her interests include gastroenterology and womens health. She also works as a GP Specialist in Gastroenterology at MVH where she performs endoscopy. She can communicate in Urdu and Hindi.

DR GHAZALA SHAFI MRCPG DCH MBBS
Qualified from St Barts hospital in 1987. Dr Shafi has been working with us on a part time basis since 1999. Her interests include womens health and family planning. She can communicate in Urdu and Hindi.

DR SUZANNE SAIDEMAN MBChB MRCPG DFFD
Suzanne qualified from Liverpool University in 1995. She joined us as a part time doctor in 2003. She has a special interest in paediatrics and womens health.

DR ELIZABETH HOLDER MB BS
Elizabeth recently joined the team for one day per week. Her interests include palliative and cancer care and she is presently a Cancer Lead doctor for Harrow PCT. She also specialises in womens and sexual health.

DR ANTONY DEW MB BCh RN
Qualified from Cardiff University in 1999. He is a GP Registrar based at the Northwood NATO base. He has joined our team on a part-time basis for a year. He has a special interest in sports injuries and men's health.

SISTER PAT GOLD Nurse Practitioner SRN NDN
FP Cert Cert Diabetes Dip Asthma
Qualified from Mount Vernon and Harfeild Hospital in 1976. Pat has been with the practice for over 15 years. Her special interest include diabetes, womens health and family planning. She subsequently qualified as a Nurse Practitioner.

SISTER CAROLINE RICE Nurse Practitioner
BSc(Hons) SRN Dip Asthma Cert Diabetes FP Cert
Qualified from University College Hospital in 1981 and with Dr Goodman runs the diabetic clinic. Having qualified as a Nurse Practitioner, she specialises in managing emergencies and is due to shortly qualify as a Nurse Prescriber.

SISTER SUE LEVY SRN SCM FP Cert Dip Asthma
Qualified from Northwick Park Hospital in 1980 and has together with Dr Hermaszewska runs the asthma clinic and has a special interest in Asthma and COPD and minor operations.

SISTER SUE FURMINGER SEN SRN FP Cert CHD Cert.
Qualified from Mount Vernon and Harfeild Hospitals in 1981. Runs the specialised CHD-heart clinic together with Dr Kant and has a special interest in heart disease and teenage issues.

PAT BACON Registered Dietitian Advance Dip Dietetics
Pat has been attached to the practice for over 8 years. Not only does she help with weight reduction, she is also interested in the areas of specialised diets, poor weight gain and diabetes diet.

DAVID KIRK

Counsellor
David is a qualified psychologist based at Hillingdon Hospital. He runs a clinic at our health centre once a week.

TRACEY McLENNON

Chiropodist
Tracey has been managing the foot care of all our diabetics for over 10 years. She works in coordination with our dynamic diabetes clinic.

THE MANAGEMENT TEAM

MAX BLACK

Msc CEng MCM1 Practice Manager
Max originally qualified as a Chartered Engineer before moving into IT and general management. He has spent more than 30 years managing people, projects and change. His role in the practice is both strategic and operational with his main objective over the past three years being the new building.

MRS GILLIAN TOBIN

Operations Manager
Joined the Practice in 1999 as receptionist. Through various roles from Administration to Information Technology, she was appointed in 2006 as Operations Manager. She is the IT guru of the practice and therefore most in need!

MRS JULIE GIBSON

Clinical Administrator
Joined the practice in 2000 as receptionist and then subsequently appointed 3 years later as Clinical Administrator. Amongst other duties, such as liaising with hospitals, Julie is the main organiser of the repeat prescription system.

MRS LISA DAVIES

Reception Supervisor
Joined our practice in 2002 initially as a receptionist. Following her PRP course she progressed to her present position of Reception Supervisor. Lisa is responsible for the smooth running of our reception desk and is also very involved with administration rotas.

MRS SUSAN COX

Secretary
Sue has been with the team for over 15 years. Apart from processing referral letters, she liaises with hospitals, chases appointments and plays a key part in practice management.

MRS LIZA TIMMS

Secretary
With an 8-year medical secretary background Liza joined in 2003. She has worked as a PA for a geology professor, a cosmetics company and City stockbrokers. She manages referral letters, and is an avid appointment chaser and minute taker.

THE RECEPTION TEAM

MRS MAVIS EVANS

Mavis has been with the Practice for over 17 years. She manages the smear tests and breast screening appointments. She also ensures that our patients celebrating their 80th, 90th and even 100th receive a birthday card from the Practice.

MRS MARGARET MASTERS

Has been with the practice for nearly 15 years. Originally a secretary, she enjoys working on the reception and her other duties include maintaining and stocking the clinical rooms.

MRS SUE BERGSON

Sue with a secretarial background joined us in 1999. Her other duties within the practice includes managing the minor operation surgeries performed by Dr Kant. She was previously in a family business, supplying appliances to elderly and disabled

MRS GLENYS PENNY

Has been with the Practice for 4 years, bringing in a wealth of experience having previously been a Practice Manager for a local surgery. She is responsible for texting appointment reminder as well as monitoring the records of temporary visiting patients.

MRS SUSAN SHAFTEO

Has been with the Practice for over 3 years. Previous post was Contract Liaison Manager for BT. Extra duties includes the new texting facility to remind patients of appointments. She also sends reminders to the patients to attend our special clinics.

MRS ANITA HAYES

Anita joined us in 2003 with a B.Tech qualification in dispensing and pharmacology and 30 years as a pharmacy technician. Her special duties include checking appointments for the Chiropodist and Dietitian as well as managing insurance documents.

MRS DEBBIE MOORE

Debbie recently joined the team in 2005. She has come with a wealth of experience dealing with customers at the Express Dairy the previous 20 years.

MRS HASMIG SHAHBAZIAN

Having been with us for over 16 years, Hasmig's main role is to coordinate incoming and outgoing patient notes and to maintain the huge filing system handling nearly 10,000 records.