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Dear Patient,

The development of your new super surgery at Mount Vernon Hospital is now well underway. If you pass by Gate A of the entrance to the hospital you will be able to see at first hand how ambitious this project is. The centre is surrounded by lush greenery, in close proximity to new services being developed in the hospital, making this the perfect site for you to receive high quality clinical care. Our task is how to use our move to the new site to provide the best medical care for you and your family.

Our New Super GP Centre

We are therefore spending much effort to ensure that the waiting room, reception area and consulting rooms will be calm, welcoming and appealing.

Our plans include:

- ▶ Separate interview room for improved patient confidentiality.
- ▶ New telephone system to manage large volume of calls more effectively.
- ▶ 15 consulting rooms so that our doctors and nurses have their own work space for a change!
- ▶ A minor surgery suite so Dr Kant can continue his valued service and reduce hospital referrals.
- ▶ Accommodation for health visitors and district nurses to work on site.
- ▶ Meeting rooms for patient groups to meet.

Future plans include:

- ▶ Commuter clinics.
- ▶ More telephone clinics for direct advice from doctors and nurses.
- ▶ Patient group education where we aim to empower you to manage your own illness.
- ▶ New health care assistants to complement our nursing team.
- ▶ Extension of Dr Kant's community cardiology clinics for our own patients and other Hillingdon residents.
- ▶ Extension of our diabetes service and insulin management by our excellent diabetes team, to reduce the need for our patients to attend hospital.
- ▶ Further development of our own range of diabetes booklets and our award

winning 'Essential tests and checks' booklets.

- ▶ Expansion of medical student and junior doctor education programme.
- ▶ Continued GP and nurse services from the Northwood Health Centre site, which will operate as a branch surgery.

These are tremendously exciting times for us with so much opportunity to fulfil our long held dreams of innovative and excellent patient care and education, in our own purpose built centre. We look forward to sharing all of this with you.

New Name

Thanks to all who proposed names for our new surgery. We have chosen one and are now seeking approval from the Planning Authority. We will announce the winner in our next newsletter.

Build Update

As soon as the land purchase was completed on 12th May, tree surgeons moved onto the site to cut back the undergrowth. Asbestos was safely removed from the derelict nurses home before it was demolished. This allowed pile boring to start, a total of 89 piles were cast, some to a depth of 15 metres. Concrete ground beams followed with foundation brickwork to damp proof course. It was fascinating to see how quickly a specialist team laid the beam and block ground floor, all done in 5 days. And now, with both internal and external ground floor walls nearing completion, we'll see the first floor laid this month. Much of our attention is now focused on interior design, furniture and equipment. The doctors and nurses have already chosen colour schemes for their consulting and treatment rooms from a prepared range of co-ordinated options. It's all very exciting!

Max Black



PARTNERS' VISION

Dr Susan Pugh

I find it hard to believe that I have been with the practice for 10 years, and in that time there have been many changes. We have always prided ourselves in looking for ways to provide the best in healthcare. However, our plans have had to be curtailed by grossly inadequate premises. Now things can change. My vision for future healthcare includes ease of access to a range of health professionals in person, on the telephone or via the internet. I envisage greater use of technology to enable patients to make appointments, order prescriptions, register at the practice and ask for information while retaining the personal touch. We aim to provide easily accessible information to enable people to understand their illness and achieve a healthy lifestyle. The need for a calm waiting area with facilities for those with babies and children will be met. With all the additional space in our new building we will be able to offer more flexible clinics to fit in with people's busy lives. From a personal standpoint, I hope to be able to resume more teaching of medical students, as their enthusiasm energises the practice. Our focus will remain to provide high quality care delivered by our dedicated team, but in an environment which eases us into the future.



Dr Liz Hermaszewska

One of the first comments that Steven Shackman made to me while showing me round the Northwood Health centre in 1990 was about his dream of moving into new premises with more space in the near future. Sixteen years on, his dream is being realised, and it can't come soon enough. On a personal level, I long to have enough space in my room to work effectively, especially for practical procedures. I can't wait to lose my enormous fan in favour of air conditioning, and to be able to stay in my room through the day without having to vacate it for other doctors to use. On a Practice level, the new facilities will enable us to make our dreams of innovative services, patient support and education and medical teaching a reality. I have been particularly



involved in the interior design of the new building and, with my design team, have put enormous effort into making the building as welcoming and user-friendly and comfortable as possible for our patients. I am thrilled with our progress, and now hope that, with your support, we can fully fund all our plans.

Dr Sabby Kant

For the last 16 years I have been very proud to have been part of a dedicated team constantly striving to deliver quality health care for our 10000 patients. Our practice has been at the forefront of developing many innovative services. We have received numerous awards for quality care including being fortunate to have been nominated for Doctor of the Year twice! Our behind-the-scene activities continue with great gusto.



For example *the Essential Tests & Checks Booklet* was highly commended in the national ASK Awards 2006. However space at the Northwood Health Centre is extremely cramped for our expanding team to the point that my room is shared by 3 health professionals during a morning! The new Super Surgery promises abundant space and facilities for me to continue my personal interests in depth. These include further developing cardiology services for Hillingdon, continuing my passion for Asian health, medical journalism, minor operations, teaching and any project that improves patient care! Your funds will go a long way towards making your visit to us pleasant and relaxing. Not like the present hectic atmosphere at the Northwood Health Centre.

Dr Ian Goodman



It has taken 20 years to get here and at times I didn't think it would happen. But now I can see the shape of our new surgery rising out of the grounds at the front of Mount Vernon Hospital I can start to believe that one of the very earliest plans Steve Shackman and I had is actually coming to fruition. Very soon we will have a brand new, state of the art surgery.

Why is this so important? Well. For many reasons. I have always felt it unfair that our patients suffer from the funding shortcomings of the NHS and attend outdated, cramped premises with the heating either full blast or non-existent. Too often patients arrived late and stressed because they couldn't find a parking place. Our new surgery has its own dedicated car park. Our patients deserve to be seen in the most appropriate of settings. Increasingly this is not going to be the hospital, nor a patient's own home, but a GP surgery fully equipped with the latest diagnostic and examination technology and working with a multidisciplinary team. We will try to house as many different disciplines as possible in the new surgery so that you, the patient, won't have to be referred to distant units too often. All the doctors look forward with eager anticipation to being able to provide more services, do more to their patients, work more efficiently and be more patient centred. Our new surgery will allow us to do all this and more.



The Steven Shackman Practice Wish List Appeal

Dear Patient,

We are writing to ask you to consider supporting a fundraising project for our new surgery.

The building has been designed personally by us, to serve the needs of our patients, and we are thrilled that we will have the opportunity to provide space and services which have not been possible in the past.

We know that many of you are as excited about our project as we are, and we have received a tremendous amount of goodwill and enthusiasm from you so far. With this in mind we are launching a fundraising appeal to raise money for two purposes:

- ★ To upgrade the essential furniture and equipment from a basic standard to a higher specification; and
- ★ To buy items which will provide additional comfort and services when you and your family visit the surgery.

We have calculated that we need to raise £85,000 to fund our wish list. Would you like to help us to raise this sum? You can contribute towards specific items or projects which are important to you, or towards the improvement fund which we will use in a priority order. We have included our wish list with this letter.

We would be delighted to hear from anyone who is able to provide any of the equipment on the wish list directly, or has any useful connections which may help. Of course we would also be delighted to hear about any fundraising projects which you may wish to undertake to support our project.

To personally contribute and donate money, please complete the form overleaf and either post your cheque or bring it in to our reception.

We hope that you will help us to create an exceptional surgery which will serve all your future health needs.

Dr Ian Goodman

Dr Sabby Kant

Dr Liz Hermaszewska

Dr Susan Pugh

Max Black

November 2006

WISH LIST APPEAL

MAX BLACK
MSc CEng MCMI
Project manager

DR IAN GOODMAN
FRCGP DCH DGM DRCOG LRCP MRCS MA MBChir

DR SABBY KANT
MB BS MRCP DRCOG DGM DCH DIP CARD FPCert

DR LIZ HERMASZEWSKA
MB ChB MRCP FP Cert

DR SUSAN PUGH
BSc MBBS MRCP DRCOG DCH Dip FP

DR FARIDA AHMAD
MBBS DRCOG BSc MRCP DFFP

DR GHAZALA SHAFI
MRCP DCH MBBS

DR SUZANNE SAIDEMAN
MBChB MRCP DFFD

DR ELIZABETH HOLDER
MB BS

DR LUCIUS COVELL
MB BCh

SISTER PAT GOLD
Nurse Practitioner SRN NDN
FP Cert Cert Diabetes Dip Asthma

SISTER CAROLINE RICE
Nurse Practitioner
BSc(Hons) SRN Dip Asthma Cert Diabetes FP Cert

SISTER SUE LEVY
SRN SCM FP Cert Dip Asthma

SISTER SUE FURMINGER
SEN SRN FP Cert CHD Cert

PAT BACON
Registered Dietitian Advance Dip Dietetics

DAVID KIRK
Counsellor

TRACEY McLENNON
Chiropodist

MANAGEMENT

MRS GILLIAN TOBIN
Operations Manager

MRS JULIE GIBSON
Clinical Administrator

MRS LISA DAVIES
Reception Supervisor

MRS SUSAN COX
Secretary

MRS LIZA TIMMS
Secretary

RECEPTION

MRS MAVIS EVANS
MRS MARGARET MASTERS
MRS GLENYS PENNY
MRS SUSAN SHAFTOE
MRS ANITA HAYES
MRS DEBBIE MOORE
MRS LAURA JIGGINS
MRS FIONA FAERS
MRS HASMIG SHAHBAZIAN

DONATION FORM

Your Name:

Address:

Contact No:

I wish to donate (please circle)

£5 £10 £20 £50
£100 £250 £500 £1000

Should you wish to donate a substantial sum of money, we would be delighted to discuss this with you.

Please call Max Black on 01923 829785 and he will arrange for a partner to call you.

Please make your cheque payable to,

"The SSP Wish List Appeal"

and send this form with your cheque to:

*The SSP Wish List Appeal
Steven Shackman Practice
Northwood Health Centre
Neal Close, Acre Way
Northwood. HA6 1TQ*

Alternatively you could bring this form with your cheque or cash to our reception where a designated member of staff would be happy to receive it. Unfortunately we are unable to accept your donation via credit or debit card or through the internet.

Thank you for your generous support.

**WISH LIST
APPEAL**

*The Steven
Shackman
Practice*

1. GENERAL FUND

Instead of specifying in a wish list, I wish for my donation to go into the general fund to be allocated by the partners.

2. WISH LIST

Here is our 'wish list'. Please tick up to three boxes for the items that you wish for your donation to contribute towards.

FAMILY

- Children's play area
- TV for children with DVD player in protective casing
- Books and toys for children
- Mural and bean bags

WAITING ROOM

- Plasma TV for health information
- Cold water dispenser
- Automatic BP machine in waiting room
- Patient internet access to health information
- Audio system for music
- Decorative pictures
- Jayex electronic patient calling board
- Chairs with MRSA resistant upholstery

MEDICAL EQUIPMENT

- Specialised scales for baby weighing
- Specialised couch for minor operations
- Examination couches adapted for the elderly

PATIENT HEALTH RESOURCES

- Stocking of a patient library with books videos, DVDs and leaflets
- Ceiling mounted projector

GENERAL DECOR

- Pictures, posters, decorative designing
- Garden furniture and landscaping
- Garden benching outside surgery

