



**THE
MOUNTWOOD
SURGERY**

**NEW HOME OF
*The Steven Shackman Practice***

www.stevenshackmanpractice.co.uk

June 2007

Super-Surgery Ready

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18th JUNE Grand Opening!

WELCOME to your brand new super surgery

It's almost 5 years since we started the project to build a new surgery for the Shackman Practice and now it's less than 3 weeks until we move in. How time flies! At project inception Hillingdon PCT readily acknowledged the overcrowding at Northwood Health Centre and how this was restricting the care this practice and others could offer to patients.

The PCT therefore supported our project and has continued to do so ever since. Hillingdon Hospital Trust agreed to sell us the land at Mount Vernon to provide a great location for the new surgery within our existing catchment area. And our carefully chosen team of architects, lawyers, consultants and bankers have all contributed to a first class development.

In May last year we bought the site and handed it over to Limewood Contracts of Swindon, our chosen builders.

They came to us with a good reputation having already built many such health centres. And we haven't been disappointed. We're confident that we're about to move into a great building of which we can all be proud. A lot of effort has been spent making this happen, and all of it worthwhile. I'll be delighted to see the first patients walk through the door on 18th June.

Max Black, Project Manager

This newsletter contains essential information about changes to expect in the short and medium term.

The reception process will change. We are putting in systems which will allow patients to book in their arrivals themselves on a computer terminal, this should minimize queues at the reception desk. Others shy of computers can still check in with our receptionist.

We are currently looking at housing additional services – physiotherapy, aneurysm screening and several others

including the possibility of putting a pharmacy in the building to make the handling of your medications including repeat prescriptions easier.

Another new feature is the patient resource room. We have built the new surgery very much with patient services in mind. Our practice philosophy has always been to empower the patient so we are furnishing a room for you to use where in the future you can access information on health issues and so look after yourself better.

As medicine is a fast moving area we plan to adopt as many proven new services as possible to provide you with as near as possible a one stop medical shop. With work also beginning on the brand-new £13m hospital based Treatment Centre at Mount Vernon means that soon you will have access to 21st Century primary and secondary care facilities at your doorstep. We look forwards to seeing you at the Mountwood Surgery.

Dr Ian Goodman

*Patient Newsletter Series
compiled & designed
by Dr Sabby Kant
June 2007*

...From Vision

To Reality...



WISH LIST APPEAL

We are delighted to inform you that the Wish List Appeal for the new surgery has so far raised a fantastic £25,000!

We are so grateful to each and every one of the hundreds of individual patients and families whose contributions, large and small, have added together to this magnificent total.

Most of you contributed to the general fund, but some chose specific items, the most popular of which were examination couches for the elderly, a water dispenser, a children's play area and MRSA resistant chairs.

The great news is that we will be able to provide all these items. We will have electrically operated examination couches in most consulting rooms, making it much easier for the examination of the elderly and disabled. There will be a water cooler in the waiting room, supplying fresh chilled and room temperature water to all who need it.

The children's play area will be fabulous, with a wonderful woodland mural, a small television, a play table and a supply of books, and parents will be able to sit near their children while they play.

All the waiting room and consulting room chairs will be upholstered with the latest MRSA resistant fabrics, and will be colour coordinated with each room to

£25,000 raised A great big THANK YOU!

provide a warm and bright environment. The waiting room will also have a large television screen, which we will use for national news, and we will also be able to broadcast about health information and services within the Practice and the local area. We are also most grateful to have received other direct donations such as a fridge, dish washer and garden furniture for the new surgery.

There is Still Time To Contribute

The Wish List Appeal continues as we still have plans to purchase some expensive items for your benefit

- ⊙ An automatic blood pressure monitor for patients to use in the waiting room-particularly useful if you are someone who's blood pressure rises as you walk in the doctor's room
- ⊙ A set of scales for the disabled
- ⊙ A projector for use in patient educational meetings which we plan to have in the new building
- ⊙ Provision of a patient health information library
- ⊙ And numerous smaller items

We would warmly welcome any further donations towards the funding of these items and services through the Wish List Appeal, which will continue for some time after we move to the new surgery. Please remember that these donations



are used for funding for things above and beyond what NHS funding would provide. The aim is to provide you with that extra value and benefit when you come to see us. Please make your cheque payable to,

'The SSP Wish List Appeal'

and send your cheque to:

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

Alternatively you can pass your cheque or cash to our reception. Unfortunately we are unable to accept credit or debit card or internet payment. Once again, a huge thank you to everyone who has donated to the Wish List Appeal so far. You can be sure that you have helped to enhance the environment of your new surgery and we look forward to sharing it with you very soon!

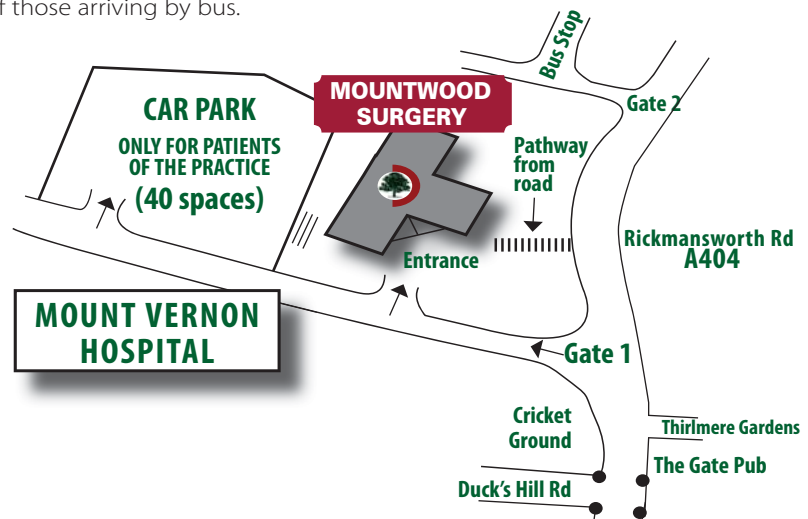
Dr Liz Heraszewski

What's in a Name?

In the April 2006 issue of the newsletter we asked you to suggest a name for the surgery. Many good ideas were received and each one was carefully considered. Eventually a winner emerged, but names for buildings must be approved by the planning authority, the emergency services and the post office. Our first choice was already in use in Hillingdon, so we had to select another. MOUNTWOOD was chosen after more debate. We feel it only fair however, that the winner of our competition should be the person who suggested our first choice, and that is Mrs Liza Timms. She will receive a bottle of champagne at the official opening ceremony.

It's Easy To Find Us

Mountwood surgery is located just inside the main entrance (Gate 1) at Mount Vernon Hospital, on the right hand side of the main drive. Our exclusive patients' car park is just beyond the surgery, opposite the old tennis courts. There is a pedestrian entrance from Rickmansworth Road for the convenience of those arriving by bus.



Key Questions

What's the new address & contact numbers?

The Mountwood Surgery
Rickmansworth Road,
Northwood, HA6 2RG

No change in telephone numbers

Phone 01923 828488
For appointments, queries & emergencies.

But a change in the fax number

Fax 01923 828489
Please note that this was previously our enquiries number.

There will be no separate number for the Branch at Northwood Health Centre. Use the Mountwood surgery number.

At the time of the Great Move

We plan to physically move over the weekend 16 & 17th June. The biggest challenge will be the transfer of the computer system which holds patients records and the new telephone system. To avoid glitches:

☉ **Please remember that appointments from the 18th June will be at the Mountwood Surgery (unless you have made one specifically at the 'Branch Surgery' at Northwood Health Centre.)**

☉ **Please let us have your request for repeat prescription a week earlier**

☉ **During the 1st week at the new surgery, please try to avoid routine non urgent enquiries.**

☉ **Note that routine forms will take one week to complete.**

We will do our best to make the transfer as smooth as possible. Please be patient with us.

Where will I park?

The Surgery will have its own private car park, free of charge to our patients visiting the surgery. There will be a total of 40 spaces for

patients and staff- more than the number available for us at the Northwood Health Centre. Four spaces next to the front door will be marked "disabled" The main car park will be barrier controlled on exit so patients attending the surgery will need to collect a token from reception when they register.

Not everyone drives

Mountwood Surgery is well served by buses. We're fortunate to have the Mount Vernon bus terminus right next to our new site. From here buses operate to and from Northwood, Northwood Hills, Harefield, Rickmansworth, Ruislip, Pinner, Harrow, Eastcote, South Oxhey and Carpenders Park, on routes 8, H11, R21, 282 and 331. 24 hour travel information is available on telephone 020 7222 1234 and at www.tfl.gov.uk. For those who care to cycle, we'll have a bicycle shelter adjacent to the surgery.

Northwood Health Centre will become our branch surgery

We're aware that many of you live close to our existing premises at Northwood Health Centre and find it convenient to walk there. For this reason we will continue to hold non-emergency surgeries at Northwood every morning. You can make appointments by phoning our main number 01923 828488.

New improved telephone system

Our patient surveys show that our present telephone system and procedures could be better. We are therefore installing a brand new system based on the latest technology covering not only Mountwood Surgery but our rooms in Northwood Health Centre. Call monitoring and analysis software will enable us to see how many are held in the queue and how long patients are waiting before we answer. We know that our busiest period is between 8.30 and 11am. You can help alleviate congestion by calling outside this period. Try to keep your calls as short as possible, having diaries and calendars to hand when booking appointments.

Emergencies

Our emergency surgeries will be held at the new Mountwood Surgery site. Emergencies are normally seen in the morning by the Nurse Practitioner or the duty doctor. These are intended to be short appointments to deal with one problem only. They are not suitable for longstanding problems. Our policy is to see the most unwell patients and children first, so it helps if you give our receptionist a brief idea of the problem. The numbers in our emergency clinic can be very variable from 13 to 50, so you may have a long wait. Only problems that cannot wait until the next day will be seen as an emergency in the evening.

Repeat prescriptions

You can order your repeat prescription:

- ☉ at our reception
- ☉ by writing
- ☉ over the internet (you have to register first)
- ☉ via e-mail prescriptions@GP-E86001.nhs.uk
- ☉ by fax 01923 828489
- ☉ via your local chemist

For reasons of safety, we cannot accept requests over the telephone. Repeat prescriptions can be brought to the Mountwood Surgery, Northwood Health Centre or your usual chemist. Please allow 48 hours for issue. This is to ensure that our rigorous safety procedures can be applied. So please be patient if there is a delay. State clearly the drug requested by the exact name and dosage, and also include your full name and date of birth. *Dr Sue Pugh*

Towards Patient Friendly Service

We are aiming for our patients to be even more involved in the new health centre. This aspiration has been put into the design from the beginning. There will be a plasma screen in the waiting area showing relevant health information. We have an active Patient Participation Group that has been running for years. If you would like to take an active part please contact our practice manager, Max Black or reception. Since we will have more room, we plan to hold patient empowerment seminars in the evenings and possible "coffee health mornings" Some of you may already know that Dr Kant, who writes regular columns in medical journals, has held some informative patient talks which also have a reputation of being entertaining. *Dr Farida Ahmad*

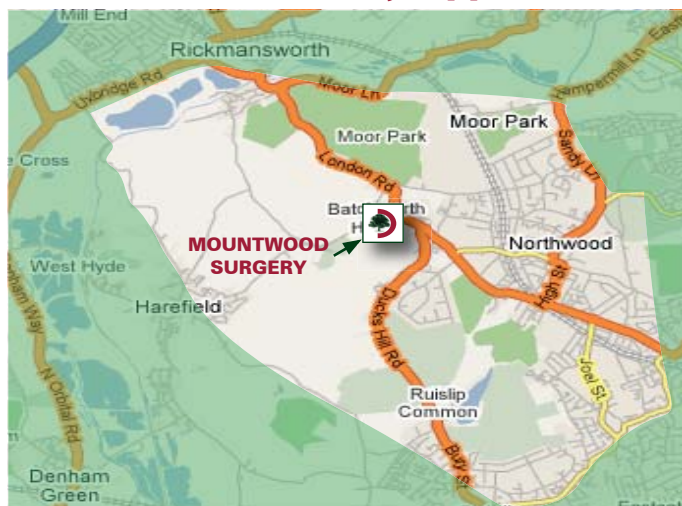
Security CCTV

Patients and visitors should note that for security reasons, their presence both outside the surgery (car park, entrances and exits) and inside (reception and public areas) will be recorded on close circuit TV. Consultation and treatment rooms will remain entirely private.

Boundary Enlarges

Our new boundary includes all our existing catchment area but will now also be extended to the north and west. If you are an existing patient we hope you will stay with us. Our list will remain open to allow new patients within the new enlarged boundary to join our practice.

New Practice Boundary (approximate)



FROM THE TEAM

The Nurse Team

We are very lucky and privileged to have such a highly qualified and dedicated nursing team. We are always looking for ways to improve our services and we run very successful clinics. Caroline Rice runs a very busy diabetic clinic, Sue Furmenger runs a dynamic heart disease clinic and Sue Levy runs the asthma and COPD clinic. Pat Gold is now part-time and continues her valuable Nurse Practitioner work. Caroline has recently qualified as a nurse prescriber. In this time of government cut backs the team is constantly under pressure to deliver a good service and we manage to achieve this with excellent results.

We are a dynamic team and are looking for ways to expand our services. For example, we are planning to employ a health care assistant when we are up and running at the new building. This will relieve our nurses of many tasks making it possible to expand and deliver more specialized clinics in the future, and hopefully enable us to see more patients.

A health care assistant will help with:

- ⊙ Basic tests and checks- such as blood pressure, weight and urine tests
- ⊙ Dr Kant's minor surgery
- ⊙ Pre-clinic and MOT health checks

Dr Goodman and Sister Caroline Rice have recently been accredited for Insulin Conversion in some patients with diabetes. This service will develop in the future.

We strive to become a centre of excellence. With our dedication, drive and our great teamwork the nursing team will be at the forefront of general practice.

Sister Caroline Rice

From Administration

On behalf of the Administration team I would like to say how excited we all are about our new building. Most of us have been involved from the very beginning and are very pleased to be part of the reality.

Your waiting room will be comfortable, bright and will have the water dispenser which is so badly needed – especially on those hot days. There will be visual displays for us to relate health information and Practice events. The children's area will be a welcome addition – especially for the parents! Disabled access at the appointment desk has been incorporated and, for

those who don't already know, we have a portable hearing loop device to assist our patients who are hard of hearing.

Our new reception area has been carefully designed to give our staff maximum access to the doctors, nurses and patients. We are all very much looking forward to the new telephone system which will divert your call appropriately or play gentle music if you have to wait. It our intention to answer your calls as swiftly as possible. You can help by keeping your call short and precise. Try to have your diary ready to fix an appointment date and time. Don't forget to visit our website to order medication, make enquiries and book appointments.

The offices upstairs have been designed to accommodate all of our administration team with space to hold meetings and training seminars.

We feel very fortunate to be given the opportunity to move forward in 'patient care' and look forward to welcoming you to Mountwood Surgery in June. See you there!

Gillian Tobin, Operations Manager

The Team behind the build

This dream would not have been possible were it not for the sheer dedication and determination of our Practice Manager, Max Black.

He took on the additional role of Project Manager and has overseen this whole project in its minutest detail from conception to completion. Because of him we have been able to continue providing our full clinical services in parallel.

When you finally come to experience the fantastically calm patient-friendly modern decor of the surgery, your appreciation should go to Dr Liz Hermaszewska who has been intimately involved in every aspect of the interior design and decor of the health centre. She has also been the brains behind the Wishlist Appeal. Thanks also go to the rest of the partners and the whole practice team who have put in many hours of their personal time in order



Max Black

to get this surgery right for you. Their achievements are far too numerous to mention in the space permitted. The partners would like to acknowledge their gratitude to the following teams:

- ⊙ Neil Niblett & Associates -Architects
- ⊙ Limewood Contracts -Builders
- ⊙ GKA -Planning Consultants
- ⊙ Bellamy Roberts -Traffic Consultants
- ⊙ Lockharts -Solicitors
- ⊙ GPFC -Finance
- ⊙ ID Vision -Interior Designs
- ⊙ Hillingdon PCT

Dr Sabby Kant

New Mount Vernon Treatment Centre

Mount Vernon Hospital's landscape will be changing in shape over the next year as work progresses on the £13 million Treatment Centre.

This exciting project will see land behind the Princess Christian Unit redeveloped to provide a purpose built centre housing more day surgery, minor operations and outpatient clinics. The Princess Christian Unit will also be refurbished and linked to the Treatment Centre. Trust Chief Executive, David McVittie, remarks that 'this centre will enable patients to access modern, 21st Century facilities on their doorstep.'

The Centre will include:

- ⊙ Four operating theatres for general surgery, orthopaedics and ophthalmology
- ⊙ Outpatients Department with areas for pre-operative assessment, minor operations and specialty clinics for ophthalmology, audiology and cardiology
- ⊙ A refurbished X-ray Department, minor injuries unit, therapies suite and multi-bedded ward area
- ⊙ A café and health information shop

Such fantastic services literally at the doorstep of our new surgery will be of immense benefit to the patients of the Steven Shackman Practice and will also help towards protecting the Mount Vernon site in order for it to remain a place providing excellent health care for patients.



New Mount Vernon Treatment Centre: December 2008