

Rydal Group Practice
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Issue 5

Rydal Group

Patient Participation Group (PPG) Newsletter



Patient Group



Rydal Group Practice

Getting an appointment

We are aware that some patients remain unhappy with the changes to the way we get an appointment to see a doctor. However, the Rydal Patient Participation Group believes the changes were on balance much to the benefit of most patients.

Rather than offering a limited number of appointment slots on a first come first served basis, by phoning patients in the first instance, doctors can now assess the seriousness and urgency of each case. Doctors can then use their work session to try to meet the demands of patients in the most sensible way, many of whom only require information, which can be satisfied in the initial phone call-back. The vast majority of request for help are dealt with on the day of referral but this is by no means the case in practices that continue with the conventional appointments system,

The practice acknowledges that this speed of response has been met by diminishing the comfort of always seeing your own doctor. Experience suggests that seeing your own doctor is not always that important for a wide range of problems. It is however important for patients suffering ongoing and complex problems and the practice endeavours to offer continuity for these patients through systemised appointments and monitoring by doctors and nurses. You can get a GP call back by telephone, by direct contact with the Receptionist or via the Rydal website.

Asking for a call back on line

As anticipated in the last newsletter, the practice has reverted to SystemOnline as the online system for requesting a GP call back. The disadvantage is that you need a username and password but these can be obtained from Reception.

Telephones

There is a new system installed that has ten lines. It has a message system to tell you where you are in the queue. With the exception of promoting flu jabs, the PPG did not think patients would welcome having to hear a series of health messages whilst waiting.

Getting into the surgery

We have been very aware that it is not easy for people in wheelchairs and for parents with prams and pushchairs to get into the surgery. The front entrance is part of a conservation area and cannot be changed. The only way in on the level is the side entrance. But with multiple doors and cramped space, that is not easy either. The practice has again applied, with our support, for a grant from NHS England to make structural changes to the side entrance in order to improve access. We should hear the results early in the New Year.

Contact the PPG:

The PPG is your contact with the running of your Practice. Personal clinical matters must be dealt with through the existing system, but please let us know if you have any comments, suggestions or general complaints about the running of the Practice.

Email us: RydalPPG@gmail.com or write to us via our Mailbox in Reception

A Pharmacist working at Rydal

For an initial one year trial, Sita Popat has been working at Rydal on Thursdays and Fridays, as part of a NHS England three-year scheme to support and take pressure off doctors and nurses.

Sita does not issue medication to patients like our chemists in the high street but she makes sure that the medication that patients receive is, and remains, appropriate. She does this by reviewing the needs of patients on long-term medication, by giving specialist advice on the combinations of drugs and side effects and ensuring that medicines are in order after hospital discharges.

Sita also checks the continuing suitability of patients' medicines following the results of regular blood tests. Also she is working on arranging for patients with stable conditions requiring regular medication, to have their medication supplied automatically by community pharmacists on an annual review basis. In addition to this, Sita is also able to help out with flu jabs and, in future, there may be developments that introduce a limited role for pharmacists to prescribe medication.

One Care

Having set up One Care, Dr Diggines has moved on in his career, although he can be seen sometimes at Rydal on a locum basis. He is a hard act to follow but the ambition of One Care, to achieve more integrated health services in Wanstead and Woodford, remains, of which a key focus is the care of diabetic patients

Diabetes Champion

Diabetes UK has appointed Rydal nurse Debbie Cook as a Diabetes UK Clinical Champion to act within the Wanstead and Woodford locality. There are seventeen such champions across the UK. Her role is to develop best practice taking account of local needs.

One of her challenges is to overcome the historical habits of agencies working in silos when it comes to health matters. People with diabetes have a very specific medical condition that will not go away. How well the condition is managed depends on non-medical factors such as the patient's personality, their family circumstances, other stresses in their life and community supports. The challenge is to find ways of bringing together an effective combination of help not just from health care professionals but also social and community services.

To try to achieve this Debbie is working with One Care to develop:

- A drop-in centre where crucial services will be co-located. Diabetic patients need inputs from specialist nurses, nutritionists, podiatrists, and exercise specialists. This would take pressure off GP practices and achieve the right combination of support for individual needs.
- An "app" to help patients with diabetes to manage their condition effectively.
- Provision of training for staff across various medical disciplines to bring all aspects of care for diabetic patients up to speed.

Focus on Debbie Cook



Debbie Cook has been a practice nurse at Rydal Surgery for the past 30 years. She is now a diabetes and obesity nurse Consultant. She was a trustee for the National Obesity Forum since 2006 and the Vice- Chair from 2012 to 2016. Debbie also works as a Nurse Consultant at the Centre for Health and Human performance in Harley Street. She also works across both Redbridge and Waltham Forest as a diabetes nurse specialist and is also involved with the local Clinical Commissioning Groups, working on the obesity and diabetes local strategies. Debbie also works with the Diabetes Think Tank, the all-party parliamentary group for diabetes, calling for government action on diabetes. She has written two books and has published several articles on diabetes and obesity and last year completed her Master's degree in diabetes at Leicester University. Since May of this year, Debbie has also been appointed as a national diabetes champion for the charity DiabetesUK.
