



# KINGSBURY HEALTH AND WELLBEING

## NEWSLETTER - ISSUE 6

### MARCH 2018



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## INTRODUCTION

Welcome to our Newsletter

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### PRESCRIBING WISELY

The NHS in North West London is increasing its efforts to reduce the waste of medicines and other prescribed products paid for by the NHS. Medicines are wasted when they are prescribed and supplied, but not taken or used by the patient.

Waste often happens because medicines are ordered and provided for a patient when he or she does not want or need them.

We think that one useful step in reducing waste will be for us to provide medicines to you only when you ask for them yourself, rather than automatically or when a pharmacy asks on your behalf.

At the moment, community pharmacies request many patients' repeat prescriptions from us. We would like to change this.

**We would like more people to take more direct control over their medicines, requesting their own repeat prescriptions from us and only requesting medicines (or other prescribed products) that they are running out of.**

From now please use one of these methods to request ***the medicines you need, when you need them.***



**You can drop your prescription request into practice or ask someone else to do so on your behalf.**



You can order repeat prescriptions online. To sign up for Online Access you just need to bring photo ID to the practice and the staff will be happy to help you.



You can post your requests to us.



You can fax your requests to us our fax number is 020 8206 0602

However you decide to order your repeat prescription it will take 2 working days to complete.

If you cannot request your own repeat prescription, and do not have a family member or friend who can do it for you, a number of other ways of doing it may work:

1. if another health professional works with you, they may be able to request your prescription;
2. we may agree that your community pharmacy can request, or continue to request, the prescription on your behalf.

## Bank Holiday Opening Times

Friday	30 <sup>th</sup> March	CLOSED
Saturday	31 <sup>st</sup> March	Stag Lane Hub 9-12 by appointment
Sunday	1 <sup>st</sup> April	CLOSED
Monday	2 <sup>nd</sup> April	CLOSED
Tuesday	3 <sup>rd</sup> April	Normal working
May Bank Holidays		
Monday	7 <sup>th</sup> May	CLOSED
Tuesday	8 <sup>th</sup> May	Normal working
Monday	28 <sup>th</sup> May	CLOSED
Tuesday	29 <sup>th</sup> May	Normal working

When we are closed during this period and you have an urgent problem that cannot wait until we re-open please note the following:

NHS Walk-In Centres are an alternative to A&E

The nearest ones:

### EDGWARE NHS WALK-IN CENTRE

Edgware Community Hospital

Burnt Oak Broadway

HA8 0AD

Opening times: 7.00am - 9.00pm - 7 days a week

Telephone: 020 8732 6459

### GP LED HEALTH CENTRE

116 Chaplin Road

Wembley, HA0 4UZ

Open 8am to 8pm

The nearest Urgent Care Centre is:

### BRENT URGENT CARE CENTRE

Central Middlesex Hospital

Acton Lane, NW10 7NS

Opening times: 24 hours - 7 days a week

Telephone: 0333 999 2575

You can also call **NHS 111** if you require telephone advice

For Out of Hours home visits call Care UK on

**0300 30 3015**

# WELCOME

We would like to welcome Debra Fernandes and Florenina Oprea to our practice. They joined our team as reception/admin staff last month. Kamini Shah a Community Pharmacist is working with us on processing repeat prescriptions.

## BRENT PATIENT VOICE

This is a forum for patients or carers in Brent to voice their opinions/concerns or ideas regarding Healthcare in Brent. The website has lots of information regarding current issues in health and may be worth a look. The link is below.

<https://bpv.org.uk/>

### GP Access Hub Mon/Wed evenings/Saturday



#### mornings

From June 1<sup>st</sup> the GP Access Hub will not be sited at the practice. We have provided this service since 2015 and patients locally have appreciated it. The overflow appointments will be available at other sites in Brent weekdays and weekends.

## PPG MEETING

**THURSDAY April 12th 2018 - 7.00-8.00pm**

**The next meeting is the AGM**

**Meetings held at the surgery every 3-6 months include doctors, staff and patients.**

**We listen and you have a say  
Please be proactive and join our PPG.**

## MOBILE PHONES WITH CHIPS FROM ABROAD



If your mobile phone has a chip in it that is not from a UK network will not be able to call you on that number.

These calls can cost the practice more than £5 per call and unfortunately the practice cannot bear this financial burden.

Please ensure that if you wish to have a mobile number as your point of contact it has a UK chip in it.

Our phone provider has provided us with a list of numbers that we should not call and we are informing patients affected by this as we become aware.