

## A Message from the Chair of the Patient Participation Group.....



One subject that is rarely out of the headlines is health. Whether it is television, radio or national newspaper, we are constantly bombarded by news items of underperforming hospitals, over-burdened GP practices, on how to live healthy, what to eat and what not to eat. In addition there is always information on research findings and treatment of various life threatening diseases.

The North West London Health and Care Partnership include 30 NHS and Local Government organisations across the 8 London Boroughs of Brent, Ealing, Kensington & Chelsea, Hammer-smith & Fulham, Harrow, Hillingdon, Hounslow and Westminster.

The Clinical Commissioning Groups (CCGs) of these boroughs work together to deliver health services to their patients. The current initiative is to invest more in preventing illness, in more GPs and more care in or close to home. The aim is to keep people out of hospital and if hospital care is needed, to ensure that people see the right experts at the right time in the right place.

The North West London Health and Care Plan has five main priorities:

- Improving your health and well-being
- Better care for people with long-term conditions
- Better care for older people
- Improving mental health services
- Safe, high quality and sustainable hospital services

If you would like to know more about the North West London Health and Care Partnership, go to [www.healthiernorthwestlondon.nhs.uk](http://www.healthiernorthwestlondon.nhs.uk)

To learn more about the services we, the patients, get from Harrow CCG, you can check out their website at [www.harrowccg.nhs.uk](http://www.harrowccg.nhs.uk)

As Chair of Simpson House PPG, I attend Harrow Patient Participation Network meetings, the umbrella organisation for Harrow PPGs, which works with the CCG on behalf of the patients of Harrow. The website can be found at [www.harrowpatientparticipationnetwork.org.uk](http://www.harrowpatientparticipationnetwork.org.uk)

Our next PPG meeting is on Friday 8th June at 12.00pm in the Conference Room at Simpson House. Any patient over the age of 18 is welcome to come along. If you have any questions, please contact me at [ppgchair@simpsonhouse.org.uk](mailto:ppgchair@simpsonhouse.org.uk) or you can phone me 020 8422 9487.

We hope to see a lot of you at the Patient Health Fair on Saturday 9th June.

Best wishes from

Bernice Phillips



### Simpson House Surgery Walk

Every Saturday morning at 10am

Meeting point: In front of Simpson House Surgery HA2 8RS

40 Minutes, friendly walk to Alexandra Park and back.

Just turn up 10 minutes before the start (in comfy clothes, shoes) and bring a bottle of water. Come and join us!



VISIT THE PRACTICE WEBSITE FOR LATES NEWS [www.simpsonhouse.org.uk](http://www.simpsonhouse.org.uk)



# The Simpson Spectator

The newsletter of the Simpson House Patient Participation Group

Issue 12 – SUMMER 2018

## SIMPSON HOUSE PATIENT HEALTH FAIR

The Practice in collaboration with the Patient Participation Group will be hosting a Health Fair on **Saturday 9th June from 11am to 1pm at**

**Harrow Borough Football Club, Earlsmead, Carlyon Avenue, Harrow, HA2 8SS**

It is a fantastic opportunity for our patients to get health information, guidance and advice from representatives from the following organisations;



As well as the above we will be offering **free mini health checks**, a **free tai chi session** (this will be held at 11.30am), **free Indian Head Massage**, **activities and refreshments**. There will also be a free entry prize draw to win some fantastic prizes which have kindly been donated, these include;



**A brand new Amazon Echo, 2 x Luna Outdoor Cinema Tickets**  
**Afternoon Tea on the BB Bakery London Bus Tour**  
**Professional Family Photography Mini Session with 8-10 digital images**  
**Hot Yoga Eastcote Weekly Pass, Manicure at Natural Beauty Salon**  
**£25 voucher for Dri Blow Dry Bar in Pinner,**  
**And more!**

**Don't miss out on this wonderful event! For more information please visit our website [www.simpsonhouse.org.uk](http://www.simpsonhouse.org.uk) or ask at Reception**



The Health Help Now aims to help people in Harrow find the right service for their health needs. It provides advice and guidance and signposts to the relevant health and care services. It is suitable for everyone to use. Under 16s should use the product in conjunction with their parents.

Health Help Now has been developed by NHS Harrow Clinical Commissioning Group (CCG) together with North and East London Commissioning Support Unit and input from Harrow GPs and other health professionals. It lists common symptoms and offers advice and suggestions for treatment.

**By choosing the right service for your needs, you can avoid unnecessary trips to A&E.**

If you require urgent treatment for symptoms which are not listed on Health Help Now, please ring NHS 111.

## OUR APPOINTMENTS SYSTEM

In 2017 we made a number of changes to the way we operate our appointments system in order to try and improve access and allow flexibility for our patients. This included releasing more appointments via the online and telephone systems and staggering when they're released. The majority of feedback has been overwhelmingly positive however this does not mean that we stop working on the system. Nothing is perfect and unfortunately, in terms of appointment availability, the demand will always be greater than the supply.

Simpson House has over 11,000 patients and provides on average more than 1000 appointments a week with doctors and nurses. This is much higher than the recommended average suggested by the British Medical Association, and the whole team work very hard to try and ensure patients get appropriate access.

Unfortunately there will always be particular periods when the practice has less availability, for example, during holidays and unforeseen periods of sickness. This occurred recently over the Easter period and subsequent weeks. We try our best to plan for these eventualities and put provisions in place but this is not always possible. Please do bear with us during these busy periods, they don't happen very often and the Reception Team are doing their best to ensure all patients get seen appropriately. We appreciate it can be frustrating for patients when they are unable to get the appointment they want.

Our priority is always patient care and we are constantly looking at the way we work to see where improvements can be made. As part of this we sometimes ask you to take part in patient surveys. This allows us to obtain the views of our patients and identify where improvements can be made. We would encourage you to have your say and provide feedback. All comments, positive or negative, are listened to and form part of how we develop our services. You, our patients, are always at the forefront of any changes we make.

We would like to invite all patients to take part in a Survey about access and availability. Please visit our website [www.simpsonhouse.org.uk](http://www.simpsonhouse.org.uk) and click on the Patient Survey link or ask at Reception for a hard copy.

25th May 2018

General  
Data  
Protection  
Regulation

## GDPR—What is it all about?

You may have noticed recently that you have been inundated with emails and texts from companies telling you their privacy policy has changed and asking you whether you are happy for them to continue to contact you. This is because the General Data Protection Regulation (GDPR) came in to force on 25th May 2018. GDPR is a new framework for data protection laws which sets guidelines for how companies collect and process personal information (data). In light of this we would like to give you some information about how we use and manage your information.

### How does the Practice use your information?

- We collect and hold data about you for the purpose of providing safe and effective healthcare
- Your information may be shared with our partner organisations to audit services and help provide you with better care
- Information sharing is subject to strict agreements on how it is used
- We will only share your information outside of our partner organisations with your consent
- If you are happy with how we use your information you do not need to do anything
- If you do not want your information to be used for any purpose beyond providing your care please let us know so we can code your record appropriately
- You can object to the Practice sharing your information with other health care providers, but if this limits your treatment options we will tell you
- Our guiding principle is that we are holding your information in the strictest confidence
- For more information about who our partner organisations are and how your data is used please see the privacy notice on our website [www.simpsonhouse.org.uk](http://www.simpsonhouse.org.uk) or ask at reception.

\*Unless the health & safety of others is at risk, the law requires it or it is required to carry out a statutory function

**PLEASE NOTE: From now on we will only send you SMS text appointment reminders and health information if you have Opted In to this service.**

## NEW STAFF AT SIMPSON HOUSE

We're pleased to welcome the following new staff members to Simpson House Medical Centre.....



### Dr Nicole Fernandes—Salaried GP

Dr Fernandes joined the Practice in April as a Salaried GP working 2 sessions a week. Dr Fernandes spent two years at Simpson House whilst undertaking her GP training, under the supervision of Dr Goldwater. She was very popular with patients and staff alike and we are delighted to welcome her back following her maternity leave. She has a special interest in children's health and palliative care

She will be working Tuesday and Friday morning.



### Joanna Cowley—Practice Nurse

Jo joined our Nursing Team in March 2018 and has already proved a valuable addition to the team. She brings with her a wealth of experience in chronic disease management and will undertake diabetic checks, immunisations, cervical smears, ear irrigation, and all other nursing duties. Along with the rest of the Nursing Team, Rina, Shelly, Simone & Maria, she will work closely with the GPs and provide excellent patient care.

Jo will be working Monday, Tuesday, Wednesday & Thursday.



## JOIN OUR CARERS COFFEE MORNING

Come and join our Carers Support Group Coffee Morning, which is held on the third Friday morning of the month at 10.30 am at South Harrow Methodist Church, opposite Simpson House Medical Centre on the corner of Walton Avenue.

If you are unable to leave the person you care for, it's OK to bring them with you. There are no steps or stairs to negotiate, so a wheel chair is no problem.

We have been running these coffee mornings for a number of years now, and following a recent review of how useful they are, one of our long term carers gave the following feedback:

"I would like to express my thanks to you for organising them and to say how much of a lifeline they are to me. Having normal conversation is a godsend after my usual repetitive diatribes with my daughter whose conversation is akin to talking to a stuck record. I know that not many attend, but please keep them going."

Please join us, you will be most welcome. If you have any questions, please contact Bernice Phillips on 020 8422 9487 or Cherry Tinson on 020 8864 8786.



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