

Issue 3

Autumn 2015

NHS

Harrow

Clinical Commissioning Group



**Patients
First**

Welcome

Hello and welcome to the Autumn 2015 edition of Patients First, Harrow Clinical Commissioning Group's (CCG) quarterly newsletter.

As the weather gets colder and the days start to get shorter remember to keep healthy and choose the right care.

We've put together some top tips and advice to help you with self-care of any common complaints, such as ear aches, eye infections, colds and flu. If you do need fast medical advice but it is not an emergency you can call NHS 111, which is a free helpline and runs 24/7. You can also find out more about the Harrow urgent care centres which are open 24 hours a day every day of the year. You can turn to page 6 for more details on the Harrow urgent care centres.

You'll also find in this edition some useful information about our partner organisations, mental health and wellbeing services in Harrow and how pharmacists can help you take care of any common minor ailments that may occur at this time of the year.

Our Patients First newsletter aims to help you make healthy lifestyle choices whilst keeping you up-to-date with health news in Harrow. We want your feedback so if you have any comments or suggestions, please get in touch. Our contact details are on the back page.



Sanjay Dighe, lay member lead for patient and public involvement, Harrow CCG



Dr Amol Kelshiker, chair of Harrow CCG

Did you know you can seek advice and medicine from your pharmacist for common ailments?



We caught up with **Saila Lakhani**, on behalf of the Harrow Medicines Management Team to find out more about community pharmacy and the services on offer to local people in Harrow.

What training do community pharmacists undertake?

Pharmacists play an important role in providing patient care and are experts in medicine. In the UK, they train for five years – one year less than a doctor and one more year than a nurse.

Where can you find your community pharmacist?

There are a number of locations where community pharmacists work – the high street, in hospitals, universities and some now even work in GP surgeries.

Do patients need to make an appointment to see a pharmacist?

You don't need to make an appointment; just drop-in and ask to speak to the pharmacist.

Many pharmacies are open for longer hours, including late evenings and weekends. Patients can easily approach their local pharmacist for confidential free advice regarding minor ailments.

What services do community pharmacists offer?

Pharmacies also offer a range of free services – this could save you a trip to the GP and help improve your health, these include:

- **Medicines Use Review** - A private consultation to talk about the medicines you are taking.
- **Lifestyle advice** – Health and fitness, blood pressure and diabetes checks and emergency contraception.
- **Public health campaigns** - Highlight particular health issues that can affect anyone, such as use of antibiotics, cancer and sexual health.
- **Minor ailments**- Advice and make

recommendations for common health problems like cough & colds, indigestion, aches and pains or an upset stomach.

- **Flu vaccinations** – Many pharmacies now provide flu vaccinations.
- **New Medicine Service** - Patients who are prescribed a blood-thinning medicine, medicines to treat asthma, chronic obstructive pulmonary disease (COPD), type 2 -diabetes or high blood pressure for the first time can get extra help and advice about the medication.

Are antibiotics always the answer for a cough and cold?

No. Most coughs and colds are viruses. Antibiotics are used to treat bacterial infections. Treating coughs and colds with antibiotics is usually ineffective and may increase antibiotic resistance, if used inappropriately. The most suitable way to treat coughs and colds is by resting, drinking plenty of fluids and using medicines bought over the counter from your pharmacy.

Ear ache, nasal congestion and eye infections can be treated with medicines bought at your local pharmacy. Treatments range from tablets to drops. Your pharmacist will be able to help you on the best treatment options or when to see your GP.

Finally what advice would you give to patients about attending urgent care centres & A&E?

With their extensive training and knowledge pharmacists are ideally placed to signpost patients to the most appropriate service.

For more information about local pharmacies in Harrow, please visit:

www.harrowccg.nhs.uk/pharmacy

What do you think about your local care services?



The Care Quality Commission (CQC) is the independent regulator of health and care services in England. They register, monitor and inspect services to make sure they provide safe, effective, compassionate, high quality care, and they encourage them to improve.

They want to hear about your experiences of health and social care. Your experiences will help them to understand what is working well and which social and health care services in your area might need to be improved.

You can contact CQC with your views on: [03000 616161](tel:03000616161) or tellus@cqc.org.uk. For more information, please visit: www.cqc.org.uk/share-your-experience

You can get involved by joining a patient participation group (PPG)

You can get involved and help direct how your GP practice provides local health schemes and services by joining a patient participation group (PPG).

What is a PPG?

Patient participation is a vital part of making sure practices offer high quality and responsive care.

The PPG gives patients and carers a place to have their say on the range and quality of services provided by the practice

What are the benefits of a PPG?

- Help patients to take more responsibility for their health
- Contribute to the ongoing improvement of services and quality of care
- Improve communication between the practice and its patients
- Give practical support to the practice to implement change.

For a full list of the local PPGs in Harrow, please visit the website harrowccg.nhs.uk/get-involved

What is the Harrow Patient Participation Network (HPPN)?

The HPPN helps to join up the PPGs and gather the experiences of the patients involved in these groups. The HPPN was established earlier in the year, and now operates as an umbrella organisation for all Harrow patient groups. It represents 175,000 patients in Harrow and meets to share ideas, offer support, and where appropriate provide mentoring for new PPGs. They work closely with health and social care partners, playing an important role in helping to strategically plan and implement Harrow's NHS services.



For more information contact Robert Pinkus (HPPN Chair) at hppn.info@gmail.com

Walk-in centres and urgent care centres

NHS walk-in centres and urgent care centres (UCCs) are an alternative to A&E where you can get treatment for minor illnesses and injuries including: strains and sprains; ear and throat infections; and cuts and grazes.

They treat adults and children, and you do not need an appointment – just walk in and you will be seen by an experienced nurse or a GP.

The following walk-in centres and urgent care centres are located in and nearby to Harrow:

Alexandra Avenue Health and Social Care Centre

Rayners Lane
275 Alexandra Avenue
HA2 9DX

Opening times:

8am-8pm, seven days a week

Telephone:

020 8966 6300

The Pinn Medical Centre

Pinner
37 Love Lane
HA5 3EE

Opening times:

8am-8pm, seven days a week

Telephone:

020 8866 5766

The following urgent care centre is located nearby to Harrow:

Northwick Park Hospital Urgent Care Centre

Watford Road
Harrow
HA1 3UJ

Opening times:

24 hours a day, seven days a week

Telephone:

020 8864 3232

What conditions do they treat?

Minor illnesses and injuries that require urgent treatment including:

- minor illnesses
- cuts and grazes
- minor scalds and burns
- strains and sprains
- bites and stings
- minor broken bones
- minor head injuries
- ear and throat infections
- minor skin infections /rashes
- minor eye conditions / infections
- stomach pains
- suspected fractures.

On arrival you will be assessed and treated in order of the priority of your condition.



Health updates

Are you passionate about supporting people living with diabetes?

Then become a patient educator

Local GPs are working with a health training company called X-PERT Health, to recruit volunteers to train as patient educators to deliver diabetes education programmes to local residents.

We are looking for people with an understanding of living with diabetes, and experience working with the public would be an advantage.

Anyone interested in becoming a patient educator will need to attend all of the following free training sessions:

**18th November 2015 – 9am-5pm,
Harrow CCG**

**19th November 2015 – 9am-5pm,
Harrow CCG**

**20th November 2015 – 9am-
12.30pm, Harrow CCG**

For more information about this voluntary role and how to apply please contact haroccg.harrowprimarycare@nhs.net
The deadline for all applications is October 2015.



If you're feeling low, stressed, anxious or depressed, support is available to you in Harrow

One in four people will experience anxiety or feel low at some point their life. "reach out" is a free, confidential NHS service which provides talking therapies to adults (over 18) who are registered with a GP in Harrow.

The different types of talking therapies available include:

- Cognitive behavioural therapy
- Counseling
- Computer-based cognitive behavioural therapy
- Mindfulness courses
- Stress management courses
- Postnatal groups

How can I access talking therapies in Harrow?

Talking therapies are delivered at a number of locations across Harrow and provided at different times of the day, and locations that is convenient to you.

Please speak to your GP or a healthcare professional about being referred to one of the talking therapy services.

Alternatively, you can refer yourself directly by contacting Harrow IAPT on:

Telephone: **020 8515 5015/5016**

Email: harrow.iapt@nhs.net

For more information about mental health services in Harrow please visit harrowccg.nhs.uk/mental-health-services



Health updates



Did you know a lump is not the only sign of breast cancer?

Women aged 70 and over are being encouraged to be more aware of the different symptoms of breast cancer and if they have any concerns, to contact their GP immediately.

Make sure you are clear on spotting the signs of the breast cancer. Remember, that early diagnosis can mean a much higher chance of survival.

Possible signs of breast cancer include:

- A lump or thickening in your breast or armpit
- Change to the skin of your breast
- Changes in the shape or size of your breast
- Nipple changes

- Nipple discharge
- Pain in your breast
- Any other unusual or persistent changes to your breast

If you have any of these symptoms, your doctor will want to see you.



Dates for your diary

The next Harrow CCG Governing Body meeting:

- 3 Nov 2015

This meeting is held in public and will take place between 2.15pm and 5.30pm at the Heights, Harrow on Hill, 4th floor, 59-65 Lowlands Road, HA1 3AW.

Contact us

Harrow CCG is a GP member practice organisation that decides and buys most of the health services that are needed for people in Harrow.

If you would like to get in touch or have any comments about this newsletter, please let us know.

If you require Patients First in alternative formats, please contact us on the following details.

Write to us



NHS Harrow CCG
4th Floor
The Heights
59-65 Lowlands Road
Harrow on the Hill
HA1 3AW



Email us: harrow.ccg@nhs.net



Call us: 020 8422 6644



Twitter: @NHSHarrowCCG



Visit our website:
www.harrowccg.nhs.uk