

Issue 5

Spring 2016 edition

**NHS**

Harrow

Clinical Commissioning Group



**Patients  
First**

# Welcome

## Hello and welcome to the spring 2016 edition of Patients First, Harrow Clinical Commissioning Group's (CCG) quarterly newsletter.

We can all put our coats and colds away for another year although the traditional 'winter pressures' show no sign of letting up as we enter spring.

The demand on health services is so great that our local A&E department is now running at full capacity throughout the year.

The teams involved are doing a great job but just as the NHS looks after us, we can help look after the NHS by thinking about the most appropriate service to use.

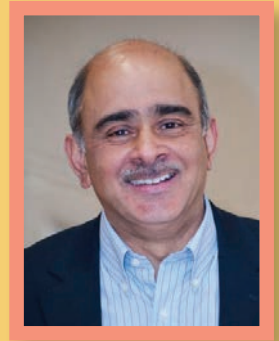
There are several options and some may be faster and more helpful than you realise. A good start is the walk-in and urgent care centres whose contact details are on page six.

Our long-term goal is to create a sustainable model of healthcare which can deliver more effective services closer to people's homes.

It's a challenging proposition given our limited budget and fact that Harrow's population is getting bigger and living longer.

However, it can be done if the community can meet us halfway, take greater personal responsibility for their health and work alongside us to help shape and services that best serve them.

This has worked well to date and we hope people will continue sharing their ideas.



**Dr Amol Kelshiker,**  
chair, Harrow CCG



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

# Harrow keeps an eye on TB

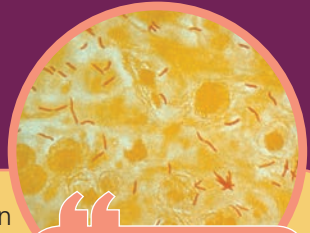
A new screening service for Tuberculosis (TB) will soon be available to patients visiting GP surgeries in Harrow. Harrow has the fifth highest number of people with TB in London reflecting a large migrant community that has lived overseas.

The majority of TB cases are 'latent' which is when a person has TB bacteria in their body but no symptoms. This can't be passed on to another person.

'Active' TB symptoms include lack of appetite and weight loss, a high temperature, night sweats and feeling very tired.

The new service will focus on patients aged 16-35 who have arrived in the UK in the past five years and previously lived in a high risk TB country.

**Dr Mark Levy**, who is overseeing the TB project, said:



"We're being more proactive and not waiting for cases to present themselves.

"There is still a lot of stigma around TB but it is treatable with antibiotics and is a free service."

"If you are worried about TB, contact your GP."

## Recovery centre open to all

**Harrow Recovery Centre offers a free service to help people with alcohol and drug related issues.**

It is open to over 18s, their families and carers and health professionals including nurses and social workers can make a referral.

You can visit the centre in person or phone and a duty practitioner will advise you on the best service to meet your needs.

Services include assessment, counselling, needle exchange, housing and benefit support, education, training and employment, inpatient detox and residential rehabilitation and women's services.

Harrow Recovery Centre operates from 333a Station Road, Harrow, HA1 2AA and 44 Beesborough Road, Harrow, HA1 3DH. Contact: 020 8515 7830 or go to [www.wdp.org.uk](http://www.wdp.org.uk)



# Claire gets new outlook on life

**A local resident credits a 'talking therapy' service with changing her life while struggling with depression**

Claire Duesbury says the free NHS service which supports people with low level anxiety and depression, gave her a new perspective on her condition and how to positively tackle it.



It's basically changed my life



"I now understand that my feelings can be like a runaway train and if I don't take a moment to step back it will get worse and I'll wallow in them."

The free service offers a combination of support via telephone and self-support through guided online modules including cognitive behavioural therapy.

Claire added: "It is about being able to take that step back and look at things objectively, not emotionally."

Dr Amol Kelshiker, a local GP and chair of Harrow Clinical Commissioning Group, added: "Talking therapies are a great way to get help early and you don't need to go to your family doctor or a mental health professional first."

**You can self-refer into the service or via your GP by ringing 020 8515 5015/ 5016 or email [harrow.iapt@nhs.net](mailto:harrow.iapt@nhs.net)**

# Deepa helps enhance patient care

Deepa Patel is one of three enhanced nurses working at the Pinn Road Medical Centre helping support some of the practice's most vulnerable patients.



Their work is focused on over 65s with one or more long-term conditions who frequently use health services and may have been admitted to hospital several times in a single year.

Deepa, who job shares with her colleagues, reviews patients' files and works with them for up to six weeks helping them better self-manage their condition as well as ensuring the appropriate support is in place from various agencies including the council.

**"I have to be a jack of all trades and there is a lot of to-ing and fro-ing to connect the dots up so patients are getting the right support.**

**"It is rewarding work and I do feel like I'm making a difference,"** says the former heart failure nurse and diabetes specialist.

The enhanced nursing team have seen 101 patients since it started late in 2015.

## Healthcare assistants step up

Healthcare assistants (HCAs) are benefiting from additional training giving nurses more time to treat patients with long-term conditions.

HCAs are learning a range of new skills including administering flu jabs and pneumococcal vaccinations as well as over-seeing annual health checks as part of a training programme funded by Harrow CCG.

# Walk-in centres and urgent care centres

**NHS walk-in centres and urgent care centres (UCCs) are an alternative to A&E. they are centres that treat 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.

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The following are located in and nearby to Harrow:

## Walk-in centres

### 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

## Urgent care centre

### 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:

- 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.

# Mental health scores with football league



Mental health patients with a passion for football are emulating their heroes in the Middlesex FA's Mental Health League.

Players from Harrow and Hillingdon represent mixed sex teams Bridge FC and Riverside Rangers competing against the likes of the Hounslow Hawks and Arsenal Candi in the seven team league.

Players say being involved in the league has helped with their recovery as well as giving them a chance to meet new people and get in shape.

The teams are always looking for new players or backroom staff who would like to help out.

Riverside Rangers train every Tuesday at Brunel University Sports Park in Hillingdon under manager Mike Norton, while Bridge FC is coached by Eddie Evans every Friday at Harrow Leisure Centre.

Both teams are always looking for new players or people who would like to get involved.

## Like to get involved?

Contact Di Hurley, Bridge FC Team at [di.hurley@nhs.net](mailto:di.hurley@nhs.net) or Mike Norton at [mjn6166@outlook.com](mailto:mjn6166@outlook.com)

## Simon can help you quit smoking

Thinking of giving up smoking? Smoking cessation advisor Simon Pilbrow says he has helped more than 1,000 people quit in Harrow and his next challenge could be you.

"People are twice as likely to quit with our support and that quadruples if you combine the use of smoking cessation products with behavioural support," say the former mental health therapist.

"The 'why' is more important than the 'how' and I get people to focus on that during our six weeks together."

For information about stopping smoking, contact [stopsmoking@harrow.gov.uk](mailto:stopsmoking@harrow.gov.uk) or phone 0208 420 9536.



## National award

Harrow CCG and St Luke's Hospice has been shortlisted for Palliative Care Team of the Year at the British Medical Journal Awards. The entry reflects provision of a single point of access service for people nearing the end of their lives.

the**bmj**awards

# GP practices bid for money

GP practices are bidding for additional funding to improve their premises and in-house technology as part of a national £1 billion investment programme.

Twenty-nine GPs surgeries successfully bid for funding in 2015/16 and the latest round looks at supporting increased capacity for general practice and out-of-hospital care.



## Your healthcare experience

Come and tell us about your healthcare experiences. Join us from 6 - 8.15pm on Wed, 27 April, at Harrow Baptist Church, College Road, HA1 1BA. Light buffet from 5.30pm.

You will also hear about the CCG's plans including a review of unscheduled care services, such as walk-in centres. For information, email [harrow.ccg@nhs.net](mailto:harrow.ccg@nhs.net) or ring 020 8966 1168.

## Dates for your diary

The next Harrow CCG Governing Body meetings:

- 3 May 2016
- 5 July 2016

These public meetings start at 2.15pm at the Heights, Floor 4, 59-65 Lowlands Road, Harrow on the Hill, HA1 3AW.

## Contact us

Harrow CCG plans and pays for many of the health services used by the people of Harrow.

Harrow CCG wants patients to be involved in the decision making process. If you would like to participate when the CCG is making procurement decisions or looking at service redesign, contact [melissa.allison-forbes@nhs.net](mailto:melissa.allison-forbes@nhs.net) or ring 020 8966 1168.

### Write to us



NHS Harrow CCG  
4th Floor  
The Heights  
59-65 Lowlands Road  
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**Email us:** [harrow.ccg@nhs.net](mailto:harrow.ccg@nhs.net)



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**Twitter:** @NHSHarrowCCG



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[www.harrowccg.nhs.uk](http://www.harrowccg.nhs.uk)