

## We Are Getting Bigger And Better!

November 2008

Hampstead Group Practice building extension – looking to improve our services



Artist's impression of our new building

For many years at Hampstead Group Practice we have been very short of space for both offices and consulting rooms. This has resulted in us having to restrict our surgeries and services to patients as there has been no space in the building from which to deliver them.

We are very excited to announce that we will be starting work on the building of an extension in the next month or two and are expecting to complete the works during summer 2009. This will provide us with additional office space,

waiting area and consulting rooms.

During the building work we will be operating as normal, however our space will be temporarily restricted within the current building and our patient entrance will be moved during the works so please bear with us.

In addition there will be some building works starting on the tower block above us which is a Royal Free Hospital staff accommodation block that

***"This will provide us with additional office space, waiting area and consulting rooms."***

requires updating. This will start next year and these works will go on for about two years in total. This is a totally separate project to the surgery extension.

**If you have any concerns or issues during our building work please contact our Deputy Practice Manager Barbara Zduniak.**

### Have you had your free flu jab yet?

If you are over 65 or are in one of the "at risk" groups you will have received a letter inviting you to the practice for your annual protection against flu.

Supply of flu jabs is limited and we expect to run out of them in November. Please pop into the practice and have your jab. It only takes five minutes and could save your life!



Artwork by Oscar Farias

## FAMILY INFORMATION AND SUPPORT SERVICE

We are launching a new service called Family Information and Support Service (FISS), in partnership with the local charity Elfrida Rathbone Camden. This service is available to all families with children and young people aged 0-19 years old that need additional support, information or advice on any non-medical issues.

***"FISS will work alongside families and other professionals to offer families the support they need in their community."***

Families need to be registered patients at the practice to access this service.

Bringing up children and young people is exciting and enjoyable but it can also be demanding, tiring and stressful. We all

need additional help at times as none of us are trained to be parents.

FISS will work alongside families and other professionals to offer families the support they need in their community.

FISS will help you find out about local services such as parent-toddler activities, single-parent sessions, young people's services, housing

and employment. We will also provide advice and guidance with parenting issues and provide a series of one-to-one sessions with families. Look out in November for coffee mornings that will

be put on to provide information from local services on what is out there to support you. If you would have any ideas about what kind of services you would like to know more about then please let us know.

To book an appointment please contact Yvette Da Costa Lima, the Senior Family Worker, ask for an appointment at the reception or speak to your GP. Alternatively you can contact Yvette on 07979756970 or email her at [yvette@elfridacamden.org.uk](mailto:yvette@elfridacamden.org.uk)

***FISS, opening the doors to children, young people and families. This is your service, please use it!!***

## How to contact us

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## Surgery News

### Welcome to:

Dr Jacqueline Akande and Dr Samantha Levy who have recently joined our practice as registrar doctors.

Mr Slawomir Wantuch who is currently acting as Reception Supervisor

### Congratulations to:

Our Reception Supervisor Nancy on the birth of her baby girl Samira

### Staff Training

We will be closed on Thursday 30th Oct and 27th Nov between 10.30 am and 12.30 pm

### Missed Appointments

In September 144 appointments were missed with GP's and Nurses at this practice. These could have been given to other patients. Please let us know if you are unable to keep your appointment so that we can give it to someone else.

Please phone the surgery or for more than 24hours notice you can also text on 07800000536 giving your details

**Please help us to help you!**

## Do you care or look after someone?

Carers are people who are looking after a relative, friend, partner or neighbour who cannot manage on their own. The person they are caring for or supporting may be elderly, unwell, have a physical, sensory or learning disability or may be a child with special needs or someone experiencing mental health issues.

Carers play an important role in supporting their relatives and friends and this is valued by Practice staff. Carers can, however, be disadvantaged by not accessing preventative health services or checking up on their own health and well-being.

If this is you, have you considered how the **Princess Royal Trust for Carers – Camden Carers Centre** can help? At the Centre we offer Carers free training, counselling, advice, support and information.

A well established voluntary service in Camden with an expanding well developed team, the Centre employs Family and Carers Com-

munity Support Workers who can help Carers address many difficult issues.

The Carers Primary Care Development Co-ordinator has recently been employed by the Carers Centre to work with Primary Care Teams, supporting your GP and Practice staff in developing existing and future services sensitive to the needs of Carers.

Your GP and Practice staff wants to support Carers who are registered as patients with their practice. Together we can develop strong partnerships in care, while supporting the health needs of informal or family Carers.

**It is imperative that your GP is aware that you are a carer so that we can offer support and advice. Please make sure that this fact is recorded on your medical record.**

***“Carers can, however, be disadvantaged by not accessing preventative health services or checking up on their own health and well-being”***

### **Stop Press**

We have been advised by Camden PCT that we are the only practice in Camden to achieve 100% in the Quality and Outcomes Framework. Check us out at <http://www.qof.ic.nhs.uk/search.asp>

## Polyclinics and Hampstead Group Practice - The Facts

There has been much written in the national and local newspapers about polyclinics taking over general practice as a result of changes that the government wishes to make in health policy. This practice has been named in a number of articles in the local papers and unfortunately this appears to have led to more confusion than anything else.

This practice is not moving into the Royal Free Hospital to be part of a large super-surgery situated within the hospital. The practice is involved in two projects, the first of which is to expand the current practice site (see the article overleaf).

The practice is also involved in working with a number of other local practices and the Royal Free to establish an

intermediate care centre within the Royal Free Hospital. This will be looking at areas of clinical service that we are unable to deliver in our practice. We are also looking to work with the Accident & Emergency Department seeing those patients that would benefit from a General Practice opinion. Currently at least 50% of patients attending the A&E Department probably be more appropriately managed by a GP than a casualty doctor.

The practice views these changes as a very positive way to manage the proposals made by Lord Darzi in his recent report on healthcare in London. We think that they are much

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more in line with what was intended rather than the idea of there being a massive and faceless general practice situated within a hospital. We very much value the relationship that we have with our patients, and would not wish to see this taken away and would fight hard if this were ever under threat. We believe that the new proposals will actually improve patient care and offer an exciting opportunity for the local practices to work together in a very effective way to deliver excellent care.

**Dr Jeremy Sandford**



The Princess Royal  
Trust  
for Carers -  
Camden Carers Centre

The Carers Primary Care  
Development Co-ordinator

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