

MEET OUR TEAM!

GPs

Dr Zaidi (m)
 Dr Farooqi (m)
 Dr Mirza (f)
 Dr Doshi (f)

GP Registrars

Dr Fereos (m)
 Dr Michail (f)

Clinical Pharmacist

Nisha (f)

Paramedics

Charlotte (f)
 Rebecca (f)

First Contact Physiotherapist

Bhaveen (m)

Practice Nurse

Martina (f)

HCA's

Priyanki (f)

Phlebotomists

Nafees (f)
 Mariam (f)

Reception Team

Keira (f)
 Bhavic (m)
 Rebecca (f)
 Rina (f)
 Sophia (f)
 Sarika (f)

Secretarial & Admin Team

Sue (f)
 Sital (f)
 Kasia (f)
 Mithushiga (f)

Assistant Manager

Federica (f)

Practice Manager

Pratibha (f)

A Note from the PPG Chair

Dear Readers,

Some of you may know that just by being registered at Roxbourne Medical Centre you are automatically part of the Roxbourne PPG (Patient Participation Group) or if like me you did not know this you are more than welcome to join us in the next PPG meetings.

We have very recently formed a committee of patients who are interested in giving back to their local community and want to help fellow patients manage the changes that have occurred at Roxbourne Medical Centre (RMC), to be a bridge between you and the practice and to act as a representative group to support the practice and influence local provision of health and social care.

We will endeavour to build two-way communication and cooperation between the Practice, the patients, and healthcare community to the mutual benefit of all.

RMC PPG Committee needs you!

If you are interested in becoming a member of the committee, please email us for the next committee meeting and come along to see if you think that you can support us in moving forward with our goals.

Email: roxbourneppg@gmail.com



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Why Can't We See Dr Zaidi?



Dear Patients,

We have noticed that many of you have been wondering why it has become increasingly difficult to secure appointments with Dr Zaidi at Roxbourne Medical Centre. We understand your concerns and would like to shed some light on the situation.

Dr Zaidi has been an integral part of our practice for the past 22 years. Over time, our partnership model has evolved, and Dr Zaidi has taken on additional responsibilities within the practice. While he still works closely with Dr Mirza, Dr Doshi, and Dr Farooqi, Dr Zaidi is now in charge of running the practice.

One of Dr Zaidi's roles is that of a GP trainer. This means that we have doctors coming to specialize in being a GP, and Dr Zaidi is responsible for their training. In addition, he also trains attached staff such as paramedics, physician associates, and clinical pharmacists. This commitment to training ensures that we have well-prepared healthcare professionals serving our community.

As the lead GP for Roxbourne, Dr Zaidi is also actively involved in the Healthsense Primary Care Network (PCN). This requires him to attend weekly half-day meetings, usually held on Wednesday afternoons. These meetings contribute to the collaborative efforts aimed at improving healthcare services in our area.

Moreover, we provide care for two large care homes, and Dr Zaidi serves as the clinical lead for both. Weekly ward rounds are conducted at these care homes, which typically take half a day to complete. Additional time is then required to write up notes and ensure proper documentation.

Dr Zaidi's daily schedule is packed with various responsibilities. He begins his day at 7 am, checking emails while getting ready to come to work. His week includes teaching registrars on Mondays, a ward round at the care home on Tuesdays, and various clinical sessions, debriefs, and meetings

throughout the week.

It is important to note that Dr Zaidi's role involves supervision and oversight of the entire practice, which limits the time available for face-to-face appointments with patients. His clinical sessions often involve seeing patients alongside trainees and handling patches triage work. This enables him to ensure the safety and effectiveness of our services. To accommodate the growing workload and ensure timely access to care, we have made arrangements for additional clinical support. Roxbourne Medical Centre now has two extra doctors (registrars), a clinical pharmacist, and two paramedics. This team of five clinicians works alongside Dr Zaidi to provide the necessary capacity to meet the demands of our patient population.

We understand that the perception of limited appointments with Dr Zaidi may be frustrating for some of you. However, please rest assured that we are committed to providing comprehensive and quality care to all our patients. The presence of our dedicated team ensures that your healthcare needs are met, even if you don't see Dr Zaidi personally on every occasion.

*Thank you for your understanding
and continued support.*



Dr Sarmad Zaidi



NHS Community Pharmacist Consultation Service (CPCS)

The NHS Community Pharmacist Consultation Service (CPCS) was launched by NHS England on the 29 October 2019, to facilitate patients having a same day appointment with their community pharmacist for minor illness, improving access to services and providing more convenient treatment closer to patients' homes.

The service is helping to alleviate pressure on GP appointments and emergency departments, in addition to harnessing the skills and medicines knowledge of pharmacists.

Pharmacists are highly skilled healthcare professionals who have trained for at least five years. If the pharmacist reviews your symptoms and

thinks you need to see another healthcare professional (eg GP, dentist, optician), they will help to arrange this.

The pharmacist can provide advice and reassurance on how to manage your condition, as many minor illnesses get better on their own. If the pharmacist thinks you need treatment to help with your symptoms, they may recommend an over-the-counter medicine.

The pharmacist will record the outcome of your consultation and send it to your GP to ensure your GP record is updated, including if any medicines are supplied.



National Flu Immunisation Programme 2023/2024

Who is eligible for a flu jab?

- Aged 65 years and over
- Aged 6 months to under 65 years in clinical risk groups
- Pregnant women
- All children aged 2 or 3 years on 31 August 2023 (Above 4yrs will be done in School)
- Those in long-stay residential care homes
- Carer's and Frontline Workers
- Close contacts of immunocompromised individuals

Roxbourne Medical Centre will be sending text messages to all eligible patients by the beginning of September. If you believe you are eligible or you are not sure please contact the practice via PATCHS or give us a call.



Get your free NHS flu jab if you're eligible

Do all you can to keep yourself well during winter.



Get your free flu jab

Who is eligible for a Covid-19 vaccination?

- Residents in a care home for older adults
- All adults aged 65 years and over
- Persons aged 6 months to 64 years in a clinical risk group
- Frontline health and social care workers



Covid-19 Symptoms

To prevent the spread of coronavirus, try to stay at home and avoid contact with other people if you have symptoms of a respiratory infection such as coronavirus and you:

- continuous cough
- high temperature, fever or chills
- loss of, or change in, your normal sense of taste or smell
- shortness of breath
- unexplained tiredness, lack of energy
- muscle aches or pains that are not due to exercise
- not wanting to eat or not feeling hungry
- headache that's unusual or longer lasting than usual
- sore throat, stuffy or runny nose
- diarrhoea
- feeling sick or being sick

How to help your symptoms

- Drink water to keep yourself hydrated
- Get plenty of rest
- Take over-the-counter medications like paracetamol—always follow the manufacturer's instructions
- Visit your local pharmacy to seek advice

Speak to your GP if:

- Your symptoms worsen
- You have symptoms that you can no longer manage at home
- You're worried about your child

Phone 999 or to go to A&E if you, or your child

- seems very unwell, is getting worse or you think there's something seriously wrong – children and babies in particular can get unwell very quickly
- gets sudden chest pain
- is so breathless they're unable to say short sentences when resting, or breathing suddenly gets worse – in babies their stomach may suck under their ribs
- starts coughing up blood
- collapses, faints, or has a seizure or fit for the first time





An alternative community-based crisis service for people experiencing a crisis or mental distress

The Cove is a community based crisis alternative service, provided by Hestia on behalf of Central and North West London NHS Foundation Trust, offering non-clinical support to individuals experiencing a crisis or mental distress, following assessment by the identified CNWL services. They offer urgent appointments to make sure each person gets dedicated time and support.

The Cove provides a welcoming, safe and supportive space as well as a hot drink and a snack, for anyone (16+ in Brent, Harrow, Hillingdon and KCW) who is assessed to be experiencing or are at risk of developing mental health distress.

The Cove aim to equip people with the skills they need to reduce their immediate anxiety, formulate individual self-directed support plans and provide them with information / advice around the local services and resources that may help them moving forward.

If you are a resident in Brent, Harrow, Hillingdon, Kensington, Chelsea and Westminster your local Cove is now open access. This means anyone (16+) in these boroughs can just turn up without an appointment between 2pm to 10pm (Monday to Sunday).

A professional from CNWL NHS Trust can refer you to the Cove. For more information and/or details about the service, please call:

- **Brent:** 07469 856 963
- **Harrow:** 07407 305 206
- **Hillingdon:** 07827 535 271
- **Kensington, Chelsea and Westminster:** 07827 437081

or drop-in and see the team yourself at the address:

For Brent: Brent Hub Community Enterprise Centre, 6 Hillside, London, NW10 8BN

For Harrow: Carramea Centre, 27 Northolt Road, South Harrow, London, HA2 0LH

For Kensington, Chelsea and Westminster: Paddington Arts Centre, 32 Woodfield Road, London W9 2BE

For Hillingdon Cove Café: Apple Blossom Cottage (Rear of Apple Blossom Lodge), 64 Ickenham Road, Ruislip, HA4 7DQ

More information

Email: Hestia.thecove@nhs.net

Website: www.hestia.org/crisis



patches

It has been over a year since PATCHS was introduced to us by the PCN (Primary Care Network), after many adjustments months we are now seeing the great benefits this tool brings to patients and the practice itself.

Thanks to PATCHS we are able to triage most requests well within 48 working hours, patients are able to communicate directly with the clinicians and clarify their clinical concerns or gain reassurance.

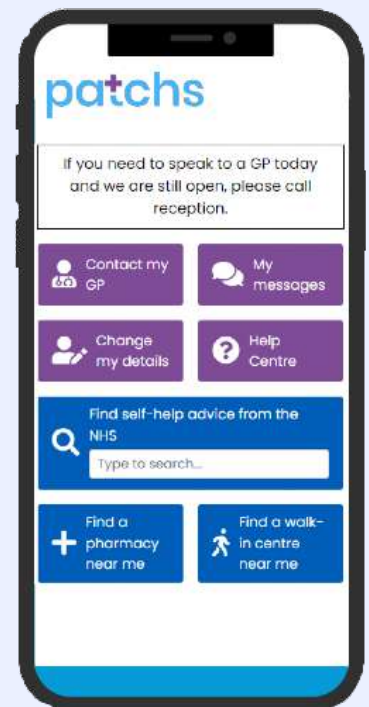
The long queues on the phones are becoming more and more a distant memory leaving our reception staff more time to assist the patients who are not able to submit PATCHS requests by themselves.

All PATCHS requests are triaged by trained staff members to determine the urgency of treatment needed. The triage process is of utmost importance for us, this prevents patients with urgent medical needs to miss a same day appointment or be referred in a timely manner.

Our fantastic PPG (Patients Participation Group) committee has kindly volunteered to host a Coffee & PATCHS morning to show patients how to use PATCHS in the most efficient way.

If you are interested in joining please send an email to our PPG:

roxbourneppg@gmail.com



Patients' Feedback

- I find that this (PATCHS) is an excellent way to get in touch with the practice rather than holding on to a phone for a long time.
- Caring and approachable surgery.
- They are very helpful and pay attention to your problems.
- Good care and rapid response.
- I feel my doctor attends and understands my needs and will always advise me to overcome any issues and problems in a very kind and helpful manner.
- I have been with RMC for the majority of my adult life - I am always treated with care and consideration. No problems in seeing a medical professional when needed and when I do, I am treated with courtesy.
- PATCHS is very good and quick in getting me appointments. Even getting slots in different centres if it's full here.



Social Prescribers, Health & Wellbeing Coaches and Care Co-ordinators

Social prescribing is a key component of Universal Personalised Care. It is an approach that connects people to activities, groups, and services in their community to meet the practical, social and emotional needs that affect their health and wellbeing.

Social prescribers give people time, focusing on 'what matters to me?' to coproduce a personalised care plan, and to support people to take control of their health and wellbeing. Social prescribers also support existing community groups to be accessible and sustainable, and help people to start new groups, working collaboratively with all local partners.



Health & wellbeing coaches work with people with physical and/or mental health conditions, people with long-term conditions and those at risk of developing them. They focus on improving health related outcomes where lifestyle modification and self-management have a significant impact on outcomes and prognosis, by working with the person to set personalised goals.

They use coaching skills, models of behaviour change and positive psychology to guide people on how to meet their personal health and wellbeing goals. Coaches support people to think through their own challenges and goals, increasing their self-efficacy, motivation and commitment to move forwards to make changes to their lifestyle and improve their health.

Care co-ordinators help to co-ordinate and navigate care across the health and care system, helping people make the right connections, with the right teams at the right time. They can support people to become more active in their own health and care and are skilled in assessing people's changing needs.

They can be an effective intervention in supporting people to stay well particularly those with long term conditions, multiple long-term conditions, and people living with or at risk of frailty.



For more info visit

[NHS England > Personalised care and support planning](#)

We are actively recruiting for new PPG committee members!

Join us at the Roxbourne Medical Centre's PPG!

What is the Patient Participation Group (PPG)?

A Patient Participation Group (PPG) is a group of people who are patients of the surgery and want to help it work as well as it can for patients, doctors and staff.

The NHS requires every practice to have a PPG.

Why should I join?

The PPG is a critical friend of the practice, giving feedback about GP services and changes that are made.

The PPG can inspire positive change.

Your experience matter and you can bring different ideas to the surgery to help us improve our service.

You will gain a better understanding of the NHS and the many services it provides.



Frequent questions

Who will be at the PPG meetings?

A PPG meeting is attended by the Practice Manager, Assistant Manager and the members of the PPG committee. The meeting is led by the patient chair, elected by the PPG committee.

How often does the PPG meet?

We meet at the surgery once a month – however, if you cannot make it to all the meetings, don't worry, you can still be part of our committee!

What the PPG do?

- Listen to patients' stories and views
- Explore ideas and suggestions on how to improve patients; experience in the GP practice
- Run small projects around patients' education, health promotion and improvements to GP practice environment

What the PPG do not do?

A PPG meeting is not a forum to raise individual complaints and it is not a forum to seek medical advice.

How can I get involved?

If you are interested in becoming a member of the committee, please email us for the next committee meeting and come along to see if you think that you can support us in moving forward with our goals.

Email: roxbourneppg@gmail.com

Season's greetings

As the year draws to a close and prepare to welcome the new year, we at Roxbourne Medical Centre would like to take this opportunity to extend our warmest season's greetings to you and your loved ones.

We are deeply grateful for the trust you have placed in us throughout the year, and we are committed to providing you with the highest quality care to help you stay healthy and well.

We appreciate your continued support and look forward to assist you in the coming year.

As we journey into the new year, may it bring you an abundance of joy, peace, and good health!

From Dr Zaidi and all Roxbourne's staff

