



**Porters Avenue  
Doctor's Surgery**

**NEWSLETTER**



## Innovations in response to feedback

AS I AM SURE YOU ARE AWARE, THE NHS IS UNDER A LOT OF PRESSURE CURRENTLY, AND THIS EXTENDS INTO GENERAL PRACTICE INCLUDING HERE AT PORTERS AVENUE.

We are very privileged to have a faithful and loyal team at Porters Avenue Doctors Surgery, both for clinical and administrative work. We are really happy to see patients' experiences improving as a result of the hard work that is going on behind the scenes.

During periods of high demand, it is encouraging to see that patients are benefitting from the hard work that goes on by our team to continually try and improve access, clinical care, and the wider patient experience.

The positive feedback we receive from patients have been really encouraging and we always reflect in depth to any complaints or concerns voiced by our patients too.

We have tried to be innovative and have recently introduced new and exciting solutions to help with the pressures and demands. For instance, we have introduced schemes such as the Carers scheme to help and support carers, diabetes scheme to help to treat diabetes better and prevent people from developing the disease, and the winter pressure scheme to support the GP out-of-hours services to operate effectively during the winter period across the Barking and Dagenham area.

**Dr. Richard Shama, Clinical Lead GP**

## Opening Times

<b>Monday</b>	8am-8pm
<b>Tuesday</b>	8am-8pm
<b>Wednesday</b>	8am-8pm
<b>Thursday</b>	8am-8pm
<b>Friday</b>	8am-8pm
<b>Saturday</b>	9am-12pm



T: 020 8596 7850

F: 020 8596 7869

W: [www.portersavenuedoctors.co.uk](http://www.portersavenuedoctors.co.uk)

E: [portersavenuedoctors@nhs.net](mailto:portersavenuedoctors@nhs.net)

Porters Avenue Doctors Surgery

234 Porters Avenue

Becontree, Dagenham

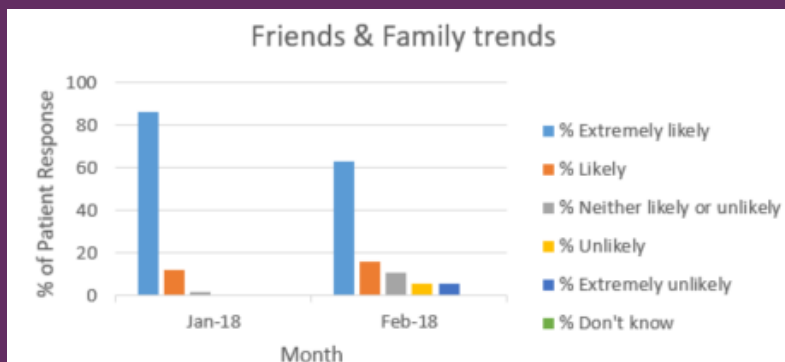
RM8 2EQ

## THE "FRIENDS AND FAMILY" TEST: RESPONDING TO PATIENT FEEDBACK

We regularly send text messages out following your appointment asking for feedback on your experience at the surgery for patients for whom we have an up-to-date mobile phone number. The question we ask is "How likely are you to recommend our service to friends and family if they needed similar care or treatment?"

Each month we compile this feedback, the paper questionnaires in reception, and any free-text comments, to help us learn from the experiences of all our patients. We use this to develop new services (such as the Group Consultations programme overleaf, and improvements to access via Patient Online) and to help offer staff training and reflective practice opportunities.

We have been really happy to see the positive scores of this survey increasing since the questionnaire was introduced in 2015. We would strongly encourage all our patients to give their feedback both to help us improve, but also to acknowledge the things that are working well.



Above is a graph to show the FFT trends over the last 2 months

We would like to thank the patients who recently received a National GP Survey questionnaire. The data for this should be made available to us later in the year.

We welcome feedback on our NHS Choices webpage ([www.nhs.uk](http://www.nhs.uk)) and similarly we use this to help us improve services. Complaints are valuable, but compliments and positive patient stories can be powerful to help guide us too.

Please do get in touch with our practice manager if you have any specific comments that you would like to raise in a confidential manner.



### MEET THE TEAM

#### Dr. Ahmed Afzal

I am Dr. Afzal and I have been a GP at Porters Avenue Surgery since May 2014. During this time, I have seen the practice undergo positive, progressive steps to support the members of staff and patients. I am amazed with the teamwork, communication and innovation cooperated by administrators, practice managers and clinicians. There has been an increase in the number of patients in the surgery and therefore the practice has provided extended opening hours, walk in clinic, Saturday clinic etc. The surgery has an excellent Patient Centred Care service, i.e. record keeping and maintaining confidentiality, promoting equality and diversity, following data protection guidelines, excellent Audit system for performance management and monitoring. Dr. Shama is an excellent person to work with and I really do appreciate all the help and support from Ms. Dipal -Assistant Practice Manager, Mr. Babar- Practice Manager and all the hard work from the members of our Administration team and my other GP colleagues.

## New Services at Porter's Avenue Doctors Surgery

- **Carers scheme**

The scheme supports carers within the community to understand more about caring, highlight the challenges that carers face and how we as a practice can help them. The Barking and Dagenham Carers team comes to the practice on every second Thursday of the month between 9.30- 11.00am to meet carers. They support carers with various queries; such as advocacy, emotional support, social activities, telephone support, advice, welfare benefits etc. The scheme encourages carers to book an appointment with the GP and discuss how we can support them as well going on our carers register. We have leaflets from the Barking and Dagenham team at the reception area if you are interested in knowing more and would like to contact them directly. More information can be found at **Barking and Dagenham Carers Service**: [www.carerscentre.org.uk](http://www.carerscentre.org.uk)

- **Diabetes scheme**

The scheme aims to educate people with the disease to understand, self-manage and where possible understand prevention methods. This scheme helps to identify people who may have diabetes and improve the treatment of existing diabetics. Please ask reception for more information.

- **Winter Pressure Surge Scheme**

This scheme has been put in place to alleviate pressures within A&E. We aim to encourage patients to start using pharmacy services and 111. We have extended our appointment times to include same day appointments and urgent slots. Giving priority to high risk patients such as, those with chronic diseases, elderly and young children be given priority for same day appointments. The scheme also includes prescriptions services meaning prescriptions are fast tracked if required urgently for high risk patients and the elderly patients. In addition, we also have telephone appointments in place to help ease the pressure.

### Feedback



## Over-the-counter medications

Barking and Dagenham CCG is committed to delivering best value by ensuring that we would use our resources well. Therefore, to help us to support the cost effect

Barking and Dagenham GPs do not routinely give NHS prescriptions for medicines and treatments that you can get over the counter at pharmacies, or at supermarkets and other shops. Instead, we encourage people to manage short term, minor illnesses and conditions like coughs and colds themselves at home ('self-care'), with advice from a pharmacist when needed. This takes pressure off your GP surgery.



**High street pharmacies stock over the counter products for many short term, minor illnesses and conditions:**

- Cough and cold remedies
- Skin creams and washes
- Diarrhoea treatments
- Sore throat sprays/lozenges
- painkillers (such as paracetamol)
- antifungal treatments
- laxatives
- hay fever treatments, including tablets and nasal sprays
- anti-inflammatories such as Ibuprofen
- treatment for bites and stings
- indigestion remedies

A pack of 32 paracetamol costs you from 38p over the counter. It costs your local NHS £1.89 to prescribe the same medication.



**That's why we'd like you to self care when possible.**

Add it to your shopping list



You do not need a prescription from a GP to buy over the counter medicines. **You do not need to pay for these medicines if you are eligible for the Pharmacy First scheme.** Please ask our receptionists or your pharmacist if you would like more information. "Pharmacy First" leaflets can be found in our waiting area.

**#selfcare #askyourpharmacist**

There have also been changes to the prescribing of malaria prophylaxis for travel. Barking and Dagenham GPs can advise on malaria prevention and give private prescriptions for the anti-malarial medicine that you need. In line with national guidance, we are no longer able to give NHS prescriptions for antimalarial medicines.

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Email: [portersavenuedoctors@nhs.net](mailto:portersavenuedoctors@nhs.net)

Twitter: @PortersAveDocs