

Newsletter

Issue 9

WELCOME TO OUR NINTH NEWSLETTER!

FROM OUR SECRETARY IRIS HILL

The Friends of Chiswick Health Centre (“FCHC”) was originally set up to support the doctors and staff in their efforts to maintain and improve the healthcare services they provide to the local community. Since then, the NHS has moved on. Chiswick Health Centre is now owned by NHS Estates Ltd who work with stakeholders of CHC to improve services there. In a time of austerity there is little funding for much work on the building, although it is hoped that there will be a small amount to improve the scope of services at CHC.

Hounslow Clinical Commissioning Group (“CCG”), the main budget-holder for health services in the Borough, is introducing measures to move more services into the community in order to reduce visits to hospital and provide greater convenience for local patients. It may surprise users of CHC to learn that not all GPs provide phlebotomy (blood tests) for instance – CHC has had this for some time. The GPs at CHC nearly lost this service a while ago, but by working together were able to make sure that it remained available.

The CCG now offers 18 new services (some of them new to CHC) that are available either at CHC or other local community providers. These are:

- **ABPM or Ambulatory Blood Pressure Monitoring**
(When your blood pressure is tested every 30 minutes for 24 hours)
- **Phlebotomy (blood tests)**
- **Case Finding, Care Planning and Case Management**
(to support patients at high risk of hospital admission or with complex health and social care needs)
- **Coordinate My Care (to support patients with end of life care)**
- **Diabetes - High Risk of Diabetes**
- **Diabetes - Level 1 (Monitoring)**
- **Diabetes - Level 2 (Initiation of Insulin)**
- **ECG (Electrocardiogram)**
- **Homeless people specialist services**
- **Mental health (common complex problems)**
- **Mental health (serious)**

- **Near Patient Monitoring (for patients who take specific high risk medicines and need frequent blood tests and monitoring)**
- **Ring Pessary (a device inserted into the vagina to hold the uterus or other pelvic organs in place)**
- **Spirometry testing (a breathing test to help diagnose and monitor certain lung conditions)**
- **Warfarin Monitoring (a medicine that reduces blood clotting)**
- **Warfarin Advanced Monitoring (a medicine that reduces blood clotting)**
- **Weekend and evening GP access**
- **Wound care**

A further recent achievement is that the FCHC has been recognised as a ‘Patient Participation Group’ (“PPG”) and now attends the ‘Locality Patient Participation Group’ which brings together representatives from other

GP PPGs in Chiswick. The views of this group are fed back to higher levels so that patients' input has an impact on how services will be rolled out in our area.

This Locality Group looks at Borough-wide issues – including, at the moment, patient transport. There is an issue with the Dial-A-Ride service which is limited to a 5 mile radius. This means that patients from Chiswick cannot, for instance, reach the Heart of Hounslow clinic. This issue is being taken up with the service and we hope to be able to report progress soon.

Many of you will be pleased to hear that receptionists are now being offered their own training. They do a hard job but stress can make it more difficult. So hopefully some training will help them to deal with the stress in different ways. We can all help by being more patient patients!

If you are unlucky enough to need the services at A&E at the West Midlands Hospital we have been told that just under 95% of patients at A&E are seen within 4 hours. This hospital also has an Urgent Care Centre that takes minor injuries and thus leaves A&E available for more urgent cases.

More good news in the pipeline: there are plans for extended hours/ weekend opening for GPs in Chiswick, but the details are still to be finalised. Watch this space!

There are lots of new initiatives coming from the CCG in future that will bring hospital care into the community and we will update you as developments occur.

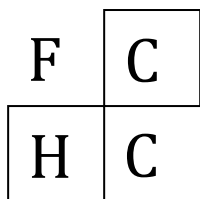
For those of you who receive this newsletter in the post, I am afraid that this will be the last newsletter that will be sent out. It costs a lot to do this, and I am sure that there

are many of you who have an email address to which we could send our newsletters. Those who are not on email also miss out on various updates and requests for input that could affect your future services. These now come by email and it would not be feasible to try and post these out to you. So please email iahill@fchc.co.uk with your email address. We do not share email addresses with anyone.

We will, of course, continue to make our newsletters available free of charge at the Health Centre – please feel free to take a copy from the leaflet dispenser under our notice board (just on the left as you enter Reception) to pass on to other patients who have not yet joined the FCHC - as always, there is a membership form at the bottom of this newsletter. Please encourage anyone you know who is a patient at CHC to join.

If any of you who received this by post can give us an email address this would help to cut down our costs.

Please email iahill@fchc.co.uk with your email address.



Friends of Chiswick Health Centre

www.fchc.co.uk

MEMBERSHIP FORM

PLEASE PRINT CLEARLY IN BLOCK CAPITAL LETTERS

NAME:

ADDRESS:

EMAIL: (PLEASE PRINT)

Donation (voluntary): £_____

**PLEASE LEAVE IN THE COMMENTS BOX AT
COMMUNITY RECEPTION IN CHC OR SEND TO:
20 WOLSELEY GARDENS, LONDON W4 3LP**