



## Pinn Patients Association leads fight for extra funding

### £18 million extra cash for healthcare in Harrow

Following a decade of Government under-funding for healthcare in Harrow, the Pinn Patients Association (PPA) is pleased to announce a significant injection of new money. Harrow Clinical Commissioning Group (CCG) has been promised an extra £18million for 2015/16.

The cumulative effects of state underfunding for public health provision in Harrow since 2005 have resulted in an unsustainable amount of debt for the Harrow Clinical Commissioning Group (CCG). The CCG has done its utmost to deliver acceptable levels of care to meet local demand despite this chronic underfunding.

The Pinn Patients Association (PPA) along with others in the Harrow Patients' Participation Network (HPPN), has taken an active role in a number of funding protest campaigns in Harrow over the last two years.

In December 2014, new PPA committee member, Joanne Daswani, initiated a meeting with Harrow MPs, to lobby for a fairer financial allocation process, in particular to accelerate the "pace of change" promised by Government to address this issue.

Attending the meeting were Conservative MPs, Nick Hurd and Bob Blackman, along with members of the CCG and other Patient Associations across Harrow, representing around 80% of patients in the Borough. There is an established umbrella group of Patient Associations, of which the PPA is a founding member. Jim Bradford, Chair of the PPA, is also Vice Chair of HPPN.

At this meeting, the point was made to the Harrow MPs that it is not acceptable for the Government to abdicate responsibility and allow funding inequities, resulting in some CCG's in London with huge surpluses, and others, such as Harrow, getting less than their fair share.

Commenting on this development, PPA Chair Jim Bradford said:

"Whilst we cannot be certain that our initiatives over the last 2 years directly led to this increase in funding for Harrow, this is clearly excellent news. We are grateful to Nick Hurd our local MP (and Bob Blackman MP), for giving the HPPN an opportunity to express our concerns. This demonstrates that the patient groups in Harrow, acting in unison, can make the patient's voice heard at the highest levels of government."

**Jim Bradford, Chair (Pinn Patient Association) and Vice Chair (Harrow Patients' Partnership Network)**

**Amol Kelshiker, Senior Partner at the Pinn and Chair of the Harrow Clinical Commissioning Group (CCG)** welcomed the financial uplift:

"We're delighted with the announcement of extra money for the NHS in Harrow, which raises the annual budget by 7%, a higher uplift than for many other areas of the country, to £257.5m.



The increase will help reduce the considerable shortfall in funding for Harrow accumulated over the years and allow us to develop more services in general practice and community clinics. This, in turn, will reduce the need for local people to travel to hospital to get the care they need.

Although the CCG itself has been lobbying for a fairer share of the national pot for some time, the strong support of the PPA in this area, both in the past and again now, has been absolutely vital in helping us achieve this positive outcome - and we are very grateful for it.

We look forward to counting on the PPA's support in our future lobbying to ensure Harrow residents get the investment they justly deserve for local NHS services."





As most of you will know from listening to the news and reading the newspapers this Winter has seen unprecedented demand within the NHS with many services stretched to the limit. It has certainly been no different for the Pinn Medical Centre and I would like to thank all the staff for their part in helping us to cope with the added pressures and ensuring that patients receive the care they need.

We have had some changes in the team since the last article and we were particularly sorry to say goodbye to Dr Varun Goel who left the practice to take up a Partnership in his old training practice. We wish him all the best for the future. However I am very pleased to announce the arrival of two new GPs, Dr Nikul Patel who will be working 8 sessions a week from February and Dr Anupama Weerasinghe who will be working 4 sessions a week from March.

Many of you will be pleased to see that we now have 3 new Automated Arrivals screens after the last set broke down and we will have members of our reception team 'walking the floor' helping patients to use the screens in order to take the pressure off the front desk as we are aware that long queues can be very frustrating! I am pleased to say that we also have a new member in the busy reception team, Meera Patel who joined the team in November.

I would like to thank all the patients who sent in cards and gifts over the Christmas period. We all really appreciate your kindness and generosity. Finally if you would like to give us feedback on your recent experience please complete our short Friends & Family survey which you will find in reception or you may complete it online at [www.iwantgreatcare.org](http://www.iwantgreatcare.org).

**Hilary Scott**  
Practice Manager

## New Beginnings

In this first issue of the Pinn Piper newsletter for 2015, and my first too as its new Editor, I bid a fond farewell to Lis Warren and Joanna Wan who have edited and designed the Piper for the past six years. Both are moving on to new and exciting ventures, and all of us at the Pinn Patients Association (PPA)

## Dr Jamila Sherif

**How long have you worked at The Pinn and what did you do before you joined?**

I joined The Pinn in 2011 and before this I worked at a surgery in Wembley.

**What do you like, and dislike, about your job?**

Like: patients and colleagues. Dislike: paperwork.

**What makes you laugh?**

The funny things my kids say!

**How do you relax after work?**

Audiobooks, comedies and reading.

**What's your favourite food?**

Sushi and most desserts.

**If you were stranded on a desert island, what 3 things would you like to have with you?**

A solar-powered laptop, a Kindle with all my favorite books, a book on how to survive on a desert island (with complementary matches and penknife).

**What 3 records/discs would you take?**

Rincones de Espana (Classical Spanish guitar music), Jane Eyre audio book, Quran recitation.

**What's your favourite film, TV or radio programme?**

The Shawshank Redemption and all Wes Anderson movies.

**What's the last book you read?**

Rumi's poems.

**If you could have dinner with any 3 people, living or dead, who would they be?**

Malcolm X, Robert Fisk and Oscar Wilde.

**If you were Health Minister for a week, what would you change?**

What would I not change! Firstly, I would pass a bill preventing the NHS being used as a political football. I would listen to what doctors have to say and address their concerns and I would ensure NHS care is underpinned by compassion. I would also instigate a national inquiry into why there is such an extremely low morale amongst general practitioners and the difficulty in recruiting GPs. Furthermore, I would invest in the NHS to provide an integrated, well-planned and high quality service for all, regardless of postcode.

along with the staff at the Pinn Medical Centre (PMC) would like to thank Lis and Joanna for their skilful contributions and their dedication since 2009. We wish them all the very best for the future.

I'm pleased to introduce a new column in the Piper: 'In Conversation with...'. My first guest is none other than Lis herself. Elsewhere, I highlight the work of the **Harrow Patients' Participation Network (HPPN)** and the campaign to **Put Patients First** led by the **Royal College of General Practitioners**.

To ensure that you are included in the



distribution list for the Pinn Piper from now on, or know another member not currently receiving it, please get in touch, either by writing to me via the PMC or emailing [pinnpiper@gmail.com](mailto:pinnpiper@gmail.com)

As your new Editor, I look forward to working with you and to serving your needs as best I can. I warmly welcome your comments and suggestions.



Joanne Daswani, Editor

## Lis Warren

As Editor of the Pinn Piper for the past 6 years, Lis took the Piper to new heights, exploring her interest in health, bringing a wealth of information to patients. Recently retired, Lis's career started and ended with music, firstly, training at the Royal Academy as a pianist, then helping ministers produce and implement a National Plan for Music Education. Lis's sassy attitude and zest for life make her the perfect role model for others with diabetes and my first conversation for this new column.

**How has Type 1 Diabetes affected your lifestyle?**

'I've had Type 1 diabetes for 50 years. It's been a long and sometimes bumpy road, but I'm really proud to have just received my 50-year Medal of Achievement from Diabetes UK. Type 1 diabetes is a 24/7 job, requiring up to 6 daily insulin injections plus at least 4 daily blood tests (often many more) using a 'finger prick'. I must have given myself tens of thousands of injections over 50 years, but they've never bothered me - they don't hurt so I just get on with it! Things are easier now that I use a continuous blood glucose monitor, which tests my blood sugar every 5 minutes so I can adjust my insulin promptly to avoid going too high or low, both of which can cause a coma if not managed promptly.'

**How did you become involved in diabetes research and advocacy?**

'I think any health problem helps one to empathise with others, and I now spend a great deal of time sharing what I've learnt and supporting people who struggle with managing their diabetes. In the last few years I've helped on at least 8 or 9 research projects. I've found this really interesting. It's a chance to help others in the future and a way of giving back to the NHS.'

**What's your overall approach to health, fitness and well-being?**

'I love to walk and enjoy the countryside, to dance salsa, and to sit in a jazz club with a glass of wine, so I guess my approach is 'a bit of this and a bit of that', which is also my approach to food! I love the early morning light and almost always wake up excited, but now I'm retired I often lie in bed listening to the radio for ages!'

**Do you have a personal motivational mantra for when times are tough?**

'Always do your best, keep busy and most importantly, never turn down an opportunity to try new things in life.'

**Do you have any guilty pleasures?**

'Did I mention wine?'

**You have said before you cannot live without the stimulation and enjoyment you get from music, theatre, words, art, colour and design. I know you were very involved in Pinner Arts Week. How did this come about?**

'The Arts feed my soul and make life worth living. Some friends asked if I'd like to help with the music and, having been Chairperson of Whitehall Choir for some years I thought I could easily organise a couple of concerts. Little did I know that it would turn into 12! It was hard work but hugely fulfilling when we managed to raise £5K for the Heath Robinson Museum in West House.'

**What plans do you have for the future now that you are no longer editing the Pinn Piper?**

'I'm pretty much a full time volunteer as a member of the NHS's Diabetes Strategic Clinical Leadership Group, working to improve services for patients across London. I'm also the website editor for Harrow's Diabetes UK group - see [harrow.diabetesukgroup.org](http://harrow.diabetesukgroup.org) - all people with Type 1 or 2 are welcome at our monthly meetings, contact me at [lis.warren44@gmail.com](mailto:lis.warren44@gmail.com) if you'd like to attend.'

Lis Warren, it has been a pleasure. Thank you.

Joanne Daswani, Editor (Pinn Piper)



A healthy heart is not just for Valentine's Day!



Our hearts take centre stage in February when celebrating Valentine's Day but it is only fitting that we also spend the rest of the year thinking about what is arguably the body's most important organ. The symbol of a heart and the act of giving it to someone represents a token of love. Surely if you are going to give your heart to someone, you'd want to be sure it's a healthy one!

The good news is that most of the risk factors - for instance, high cholesterol, high blood pressure, smoking, poor nutrition, and a sedentary lifestyle - are preventable and reversible.

## Around 7 million people in the UK are living with cardiovascular disease

Recent research shows that lowering blood pressure and cholesterol levels can reduce the risk of developing a heart condition, having a heart attack or stroke, needing bypass surgery and dying from heart disease. While it may sound like a broken record - one we choose to overlook on Valentine's Day - the most effective preventative measures to reduce our risk of circulatory diseases are:

- **Regular exercise** ideally 30 minutes a day for five days every week
- **Eat healthy** more fresh vegetables, switch from red meat to fish or chicken, less sugar and salt
- **No smoking** reduce number of cigarettes per day or - ideally - quit altogether
- **Reduce alcohol intake** to no more than 14 units for women and 21 for men; aim for at least 3 'dry' days per week
- **Reduce stress** develop relaxation techniques; walk more; practice mindfulness meditation
- **Sleep well** early to bed early to rise... with five to eight hours uninterrupted sleep in between

Valentine's Day may have come and gone but now is the perfect time to think about your own and your loved one's heart. So make those changes for a longer life and a healthier future.

Love the heart within!





Recent changes in NHS legislation have put greater emphasis on the requirement for health and social care professionals to listen and respond to patients. In Harrow there are around thirty-five GP practices, with the majority having an established Patient Participation Group (PPG). These groups meet on a regular basis to discuss their respective surgeries, and other allied matters. Until recently each group was quite isolated, thus creating a situation where across the Borough there was little in the way of exchanging information or recounting the experiences of patients.

In order to address this short-coming, the Harrow Patient's Participation Network (HPPN) was established earlier this year, and now operates as an umbrella organisation for all Harrow patient groups. Currently the HPPN represent over 200,000 patients and meets to share ideas, offer support,

and where appropriate provide mentoring for newly established groups. We also have close contact with the **CCG, Healthwatch Harrow, Harrow Carers**, and other health and social care providers. As the Network establishes itself, we hope to play a pivotal role in the strategic planning and implementation of Harrow's NHS services.

The HPPN is 'trail blazing' a new approach to improving communication between the local CCG, NHS England, surgeries and patients. We are passionate about the delivery of quality health care – if you too have a passion to make a difference, and would like to learn more about the work of the HPPN, or your local patient group, please contact us at: [hppn.info@gmail.com](mailto:hppn.info@gmail.com)

**Robert Pinkus,**  
Chair



Patient care is being undermined by a growing crisis in general practice. GPs are struggling to cope with the rapid growth in the number of patients needing care. Yet the share of NHS resources spent on general practice is falling year on year and now more than 80% of GPs say they have insufficient resources to provide high quality patient care. **Put Patients First: Back General Practice** is our campaign to put an end to this crisis and safeguard patient care.

We are calling for a UK wide increase in the share of funding that goes into general practice from 8.4% to 11% of the NHS budget by 2017. This investment will transform care for patients and benefit the NHS as a whole by alleviating pressure on our hospitals and providing cost effective care closer to home.

## Support our campaign

Visit the **Put Patients First: Back General Practice** campaign website on: [www.facebook.com/rcgp.org](http://www.facebook.com/rcgp.org).

For a detailed explanation of why this campaign is so important to patient care, read the Campaign Brief [PDF] Stay informed and join the conversation on Twitter @rcgp #putpatientsfirst



## Free Training Opportunity For All Carers

### Learn about:

- Care Act 2014
- Carers' Rights
- How to get support from Social & Health Services, etc.
- Speaking up for yourself and others
- Improving listening and assertiveness skills



### For more information contact:

Jayshree Joshi

Telephone: 020 8423 7382 Email: [Jayshree.Joshi@harrowmencap.org.uk](mailto:Jayshree.Joshi@harrowmencap.org.uk)

Harrow Mencap, 3 Jardine House, Harrovian Business Village, Bessborough Road, Harrow - HA1 3EX Registered under the Charities Act 1969 No. 295263. A Company Limited by Guarantee Reg. No. 2050929

## Electronic Prescribing Service at the Pinn

A new Electronic Prescribing Service will be gradually introduced from Friday 13th March 2015. If you are a patient on regular medication you will be able to nominate a pharmacy of your choice and your GP will be able to send your repeat prescription directly to them. **Please note that this service may not be suitable for all patients.**

## Access to On-line Medical Records

As well as booking appointments on-line and requesting repeat medications, from 31st March 2015 you will be able to register to view a summary of your records on-line. This will relate to medications, allergies and adverse reactions. Please look out for details in the practice and on the PMC website: [www.the.pinn.co.uk](http://www.the.pinn.co.uk)

## Doctors Adjust Approach to Tackling Rising Obesity!

Doctors, alarmed about the rising obesity amongst the general population and its impact on already stretched NHS resources, are worried that they run the risk of offending patients by telling them they are overweight.

As this proves difficult for many GPs, we may hear this kind of conversation instead:

**Patient:** It isn't possible that I'm as overweight as you say.

**Doctor:** Maybe you would prefer to look at it in a different way. According to this chart, you are about 10 inches too short.

