NHS

# Welcome!



# Your webinar hosts

## Dr. Charlotte Benjamin

**GP Partner**

## Mr. Riz Husain

**Practice Manager**

# St George's Medical Centre

- 12,100 patients

- CQC good (last review 8/06/23)  (safety, effectiveness, caring, responsive services, well led services)

- 3 areas of outstanding practice (practice champions, alcohol counselling service, acupuncture service.)

- 2 areas of Improvement recommended – (uptake of childhood immunisations, uptake of cervical screening.)



# Practice Staff

Doctors: -

- Dr. Rohan Mailoo (M)
- Dr. Caroline Hoffbrand (F)
- Dr. Charlotte Benjamin (F)
- Dr. Raj Haria-Shah (M)
- Dr. Belinda Magnus (F)
- Dr. Snehal Patel (M)
- Dr. Sashya De Silva (F)
- Dr. Anabel Alakakone (F)
- Dr. Shyamoli Burman-Roy (F)
- Dr. Sarah Pottesman (F)
- Dr. Eva Patel (F)

Nursing team: -

- Ms. Emily Harvey
- Ms. Abi Gallinelli
- Ms. Siu Ling Wong
- Mr. Mohammad Mukhtar
- Ms. Eva Molnar



# Practice Staff

Pharmacist team: -

- Mrs. Tanvi Kothari
- Mr. Ibitola Elemide
- Ms. Tejal Gor

Reception & admin team: -

- Mrs. Karen Le-Roux
- Ms. Paula Davies
- Ms. Pippa Harris
- Ms. Janice Beck
- Mrs. Raluca Danila
- Mr. Marian Panaite
- Ms. Blessing Imevbore
- Ms. Saffa Ahmed
- Ms. Amy Englishby
- Ms. Nimo Elmi
- Ms. Niamh McDonagh
- Ms. Nirali Chokshi



# Practice Staff

Summariser: -

- Dr. Nikuraj Rathod

Medical Secretaries: -

- Mrs. Lore Chan
- Ms. Tia Jalloh

Practice Manager: -

- Mr. Riz Husain

9 practice health champions: -

- Tea & coffee afternoons
- Walks in the park
- Patient support & wellbeing
- Administrative help
- Drivers for housebound visits



# PCN 5 Barnet

- PCN 5 - collection of 6 local practices:-
  - St. George's Medical Centre
  - The Phoenix Practice
  - Dr Azim & Partners
  - Ravenscroft Medical Centre
  - Pennine Drive Surgery
  - Greenfield Medical Centre.

- 55,000 patients



You can download this sheet here.

# The Wider Practice Team at your GP Surgery

CB Plus Primary Care Group

CB Plus CONNECTING COMMUNITIES

**This information sheet provides details on the support you may be able to receive through a Care Navigator at your GP Practice. Please check with your Practice if they have these services.**

Your call to the surgery may be answered by a receptionist who has been trained as a Care Navigator.

**GP**

**Practice Nurse**

**Physician Associate**

**Healthcare Assistant**

**Paramedic**

**Clinical Pharmacists**

**Mental Health Care Nurse**

**Physiotherapist**

MEDICAL CARE SUPPORT



PERSONALISED CARE SUPPORT

**Care Co-ordinator**

**Social Prescriber**

**Health and Wellbeing Coaches**

**Carer Support**

**Housing Information**

**Counselling / Mental Health**

**Befriending Support**

**Financial Wellbeing**

**Volunteering and Employment**

**Physical Activity**

**Social and Creative Activities**

Each practice is different and may not have every practitioner at the surgery.

Care Navigators can refer you directly or advise you about the support available to you. This may help you to access care quicker without always seeing a doctor.

Information on Personalised Care Support roles can be accessed through the QR code here.

Personalised care support is offered for up to 6 sessions.

INFORMATION CORRECT AS OF MAY 2025

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# PCN 5 Barnet

- Share some practice staff (Additional Roles Reimbursement Scheme - ARRS staff)
- Covid  & flu vaccine mobilisation
- Work with local communities who do not access health care routinely
- Food bank



# PCN Staff

Management Team
- Dr. Nayeem Azim (Clinical Director)
- Mr. Stephen Weller (PCN Manager)
- Mr. Abrahim Azim (Administrator)

Pharmacists
- Ms. Minal Shah
- Mr. Kiran Chauhan

First Contact Practitioners
- Mr. Barry Kleinberg
- Mr. Ghulam Adel
- Ms. Tanya Cohen

Social Prescribers
- Ms. Inass Ibrahim
- Ms. Hawa Latify

Other clinicians
- Ms. Shamaa Rahman (Advanced Clinical Practitioner)
- Ms. Judith Aslan (Dietician)
- Ms. Waheeda Hewad (Mental Health Wellbeing Practitioner)
- Dr. Sayed Massi (GP)



# New Partners

- Dr. Snehal Patel
- Dr. Sashya De Silva



# Park Run Practice

NHS

Vitality partners parkrun

RC GP Royal College of General Practitioners

PROUD TO BE A PARKRUN PRACTICE



# Use of 111


NHS
111
Get to the help you need. Use NHS 111
If you need urgent medical help but you're not sure where to go, use 111.
Call, go online or use the NHS App.
111
Help us
help you

# NHS App


Do more with the NHS App!
Order repeat prescriptions
Use NHS 111 online
Find NHS services
View your GP health record
Book appointments
Get reminders and messages
And much more...
Need help?
Get support in the app or visit nhs.uk/helpmeapp
NHS App
App Store
Google Play


Need help with the NHS App?
Contact the NHS App support team using the QR code below or by visiting: digital.nhs.uk/nhsapphelp
The team will be able to help you with all technical queries.
It's normal to experience some technical difficulties with the NHS App if your GP surgery is changing clinical systems or merging with another practice.
If you encounter any technical issues after these changes are complete, please contact the NHS App Team.
You can also find more help and information, here: www.nhs.uk/nhs-app
NHS App

# Pharmacy first

| Clinical pathway | Age range |
|---|---|
| Acute otitis media* | 1 to 17 years |
| Impetigo | 1 year and over |
| Infected insect bites | 1 year and over |
| Shingles | 18 years and over |
| Sinusitis | 12 years and over |
| Sore throat | 5 years and over |
| Uncomplicated urinary tract infections | Women 16-64 years |



# Patchs Opening Hours

Current opening from 09:00 & 13:30
Until capacity reached.

From 1 October 2025, Patchs will be available during opening hours (08:00 – 18:30, Monday to Friday).



# What type of medical care is performed at SGMC?

- On day/short term (urgent/acute) medical queries, e.g. ‘urine, respiratory and other infections’, pain, and other emergencies.
- Long term condition management – diabetes, COPD, asthma, heart disease, hypertension, epilepsy, learning disability care, mental health support. Inflammatory bowel disease, cancer care, contraception, end of life care.
- Vaccinations, injections. Wound dressing/ management
- Blood tests
- Health checks, promotion and prevention (e.g. smoking, pre-diabetes, cervical screening)
- Fitting of coils/ ring pessaries.
- Non NHS work – non NHS forms – insurance medicals, DVLA medicals, travel vaccines



# Daily Activity at SGMC

- Patchs ~50% of issues resolved
- Face-to-face appointments, telephone appointments, video appointments,
- Phone calls –includes patients and calls from other agencies – district nurses, London ambulance service, Barnet social services, local hospitals
- Prescriptions –Patient Access/NHS app for prescription requests
- Letters (via Docman)



# The future

- More emphasis on chronic - long term conditions
- Moving towards on-the-day simple requests to be dealt with at PCN level
- We want to improve health care & wellbeing for all 12,100 patients
- Aware vulnerable patients - need more support
- Work together with you – hear your voice



# Help us to help you

- NHS app/Patient Access app for prescription requests & test results, view your medical records.
- Plan for your medication needs.
- 111 online
- Pharmacy First
- Use of Patchs
- Stay healthy – vaccination, screening, staying active, weight management
- Self-referral to talking therapy, hospital antenatal clinic and MSK.
- Let us know if your contact details change.
- Become a patient champion!

# Free Flu Vaccine Eligibility for 2025

- Available now for: -
  - pregnant women
  - all children aged 2 or 3 years on 31 August 2025
  - children with certain long-term health conditions (aged 6 months to less than 18 years)
  - primary school aged children (from reception to Year 6)
  - secondary school aged children (from Year 7 to Year 11)
  - all children in clinical risk groups aged from 6 months to under 18 years

- From 1st October: -
  - everyone aged 65 years and over
  - individuals aged 18 to under 65 with certain long-term health conditions
  - care home residents
  - carers in receipt of carer's allowance, or those who are the main carer of an elderly or disabled person
  - those living with people who are immunocompromised
  - frontline health and social care workers

# Free Flu Vaccine at St. George's

- Get your flu vaccine at St. George's: -
  - From Thursday 25th September for those eligible (pregnant, 2-3 years old, etc.)
  - Midweek appointments available from 1st October
  - Weekend clinic - Saturday 4th October from 09:00 to 11:00
  - Weekend clinic – Sunday 5th October from 09:00 to 11:00
  - Weekend clinic - Saturday 11th October from 09:00 to 11:00



# Questions

# Patient List Size – 09/23 to 09/25

