

Red House Patients Group

The Red House Patients Group is made up of patients here to liaise between patients, doctors and practice staff, in non-medical matters, in order to continue to improve our surgery

Please contact your Red House Patients Group at email:

redhousepatientsgroup@gmail.com

with your views, news and suggestions

Red House Patients Group Committee Members



Stuart Nagler (Chair), Gill Rogers (Vice Chair), David Barbanel,
Pat Brodie, Shirley Bury, Peter Court, Helen Deitch,
Hannah Gottlieb, Miriam Moore, Kumara Moorthy, Helen Deitch

Contributions for next Newsletter to Editor, Hannah Gottlieb, at redhousepatientsgroup@gmail.com

Red House Patients Group

Patients Participation Group

For Red House, Gateways and Park Street Practices

Newsletter

March 2019 Edition

A Day In The Life Of...

Bimal Gandhi – Practice Manager



Thank you for talking to me about your position at the Red House Practice.

Firstly, so the readers can know more about you, can you tell me a little about yourself and your career so far?

I have been a Practice Manager for the last ten years with various surgeries ranging from 6,000 to 20,000 patients. Previously I worked for a law firm in the city and also did a lot of international recruitment, in addition to 13 years' experience in pharmaceutical sales and marketing.

So you have had really big changes in your career.

Yes, I have. However, it's all under the management umbrella.

You have recently joined the Red House Group. I wondered what made you apply for this position.

The previous Practice Manager, Lynn, and I have known each other well for a few years and last summer she mentioned that she was moving to new pastures and wondered if I was interested in joining the Red House. I was then interviewed by the partners and obtained the position. Also, I live locally, so it means less travelling time for me.

And, what does your job entail, Bimal?

It entails different areas. So my job includes HR, Human Resources, which is staffing, recruitment, training staff, coaching and mentoring staff. Making sure we have the right number of staff and skill mix. It includes clinical staff, nurses and doctors too.

I am also involved with the Finance; establishing the sources of income, claiming from various departments in NHS England/CCG and various third parties.

I am also responsible for Operations including the telephone systems, the IT infrastructure, computers, SMS texting services, etc.

Health and Safety is another area of my work for patients and staff, ensuring the building is safe and overseeing various risk assessments.

Also, introducing new business opportunities, if there are any, and streamlining the whole business itself.

Yes, because we forget that as well as caring for the patients it is also a business.

Yes, it is a business.

Is there any pattern to your day, or is every day different?

Every day is different. I can be moving from Finance to HR in an hour, and then to Operations. Like today I was inspecting the Branch Surgeries all morning to make sure they are running efficiently. So I can be wearing different caps at different times of the day.

Do you like that?

I enjoy it. The beauty of this job is that you are not confined to one area, you are handling different aspects of the management, and this brings the challenges that I enjoy.

A Day In The Life Of... Continued

Does this job differ from others you have had in the past?

Each surgery where I have worked has a different setup, so in terms of my job it is similar, but my day to day tasks vary as each surgery runs differently.

Which aspect of the work do you enjoy the most?

I enjoy the Finance and Business side - I am very good at numbers.

Right. What makes you smile here?

I think the smile comes from giving a good service, whether it is patient care or customer service care, and making sure that what we have been set up to do is what we are fulfilling for the patient.

Every job has challenges. What are the current challenges in your work.

The current challenges are the uncertainties at the moment, in terms of the NHS finance, and the Brexit issue as well.

Obviously I am interested in patient feedback, whether good or bad. We may not be able to fulfil all the patient needs and expectations, but at the end of the day if we fulfil the majority of patient needs, I am happy if we have tried our best.

Thank you very much Bimal, for such a friendly and open interview. I wish you every success with the Red House Group.

Interview by Hannah Gottlieb

Notes From The Surgery

Herts Help

Tel: 0300 123 4044 8.00am-6.00pm Monday – Friday
Email: info@hertshelp.net

On the second Friday of each month HertsHelp hold a morning session at the Red House Surgery in Watling Street, Radlett.

HertsHelp is a free independent service that helps people find the assistance they need such as:

Directing them to help in times of crisis and at other times too

Offering information about being more active and how to meet people

Assisting with filling in documents

Giving benefits and debt advice

Offering a home service, including helping patients return home from hospital

Food Parcels and energy vouchers at times of hardship

Just call them to discover how they can help you or arrange to attend a session at the Red House.

E-Consultations

The Red House is one of five practices taking part in a pilot for E-Consultations, which it is estimated will save approx. 27% of appointments.

This additional service will begin in June and last for six months when the scheme will be evaluated as to its effectiveness.

Forthcoming Events

Diabetes and Nutrition Drop-In

Tuesday, 26th March 2019 10am – 12.00 noon at Red House Surgery, Watling Street, Radlett

This will take place between 10am and 12.00 noon, when you are invited to drop-in for information and advice on Diabetes and Nutrition issues.

Maggie Carol, Clinical Lead within the Diabetes Specialist Service will be available to help you.

Red House Patients Group AGM

Wednesday, 24th April 2019 at 7.30pm at Vision Hall, Christchurch, Watling Street, Radlett

The Annual General Meeting of the Red House Patients Group welcomes all who would like to attend and refreshments will be served.

The AGM will be followed by a talk by Dr Simon Kennon, Cardiologist, on Heart Health and Statins.

Local Items of Interest

Hertsmere Community Transport

This is a charity that operates in Hertsmere and provides accessible, affordable door-to-door transport for people with mobility problems; thereby promoting better access to healthcare, greater community participation and increased social inclusion. Services include Community Car scheme, Shopper Scheme and Car and Minibus Hire. Contact us on 020 8207 5055.

Waverley Driving Group Tel: 07958 234529

This is a small registered local charity that offers children and adults with a wide range of disabilities carriage driving around the farm and surrounding countryside. The carriages can take both ambulant and wheelchair clients. To enjoy the pleasure and challenge of carriage driving please call Maureen Keegan on 07958 234529.

My Yard Healthy Food Bank Rachel Dimond 07939 917800 www.myyard.org.uk

My Yard is a registered charity dedicated to assisting with good mental and physical health during crisis and times of isolation. One way we do this is to provide a lovely box of fruit and veg to those in the local community facing a sudden difficulty. We deliver the boxes directly and also accept self referrals. If mobility not finance is the issue we also deliver fruit and veg for a small donation.

Our work is updated regularly on instagram myyard.org.uk

Reg charity 1158800 The Angel Hands Foundation

Boxes can be purchased for £10 donations and this enables us to sponsor more boxes for those in need.

Right at Home Radlett, Borehamwood and Watford is a new home care provider, based at the Kinetic Centre in Borehamwood. The team is passionate about helping people who need some extra support in their home, including the elderly, people with disabilities and those who are vulnerable. From a little companionship to full personal caring, we can offer exactly what your loved one needs on a short or long-term basis-all in the comfort of their own familiar environment.

Contact us on 020 8387 1477.