



## MORDEN HILL NEWSLETTER

### WINTER 2017/2018

Welcome to Morden Hill Surgery's patients group Newsletter and contributions to the Newsletter are welcome under any of the sections. Submissions can be made to the Practice email address: [lewccq.g85035-general@nhs.net](mailto:lewccq.g85035-general@nhs.net)

The purpose of the Patients' group known as the PPG and quarterly Newsletter, is not to deal with complaints, but to keep patients up to date with news about the practice. However, if you do have a complaint about your individual treatment at the practice there is already a procedure for this and you will need to contact our practice manager Tracy Crossfield.

There are copies of the Newsletter available in the Reception area of the surgery and on the Morden Hill Surgery website. At least 1,800 patients receive the newsletter online. There is a clipboard at reception for patients to update their details for email and mobile phone.



### PPG UPDATE

Minutes from the PPG meetings are circulated to those present and to those from whom apologies were received. Copies will also be available at reception one week before the next meeting for those who require a paper copy.

Since the resignation of the last Chair of the PPG there is now a requirement for a new chair to be found, and possibly a deputy chair.



*In brief: Newsletters are on the website as well as at the surgery. You can also get it emailed to you.*



## CHANGES AT MORDEN HILL SURGERY AND ACROSS LEWISHAM

**More GP and nurse  
appointments in Lewisham**  
*7 days a week,  
8am-8pm*

The move towards providing a 7 day a week service by GP practices includes the following.

**Additional GP appointments are now available at Lewisham Hospital for all patients registered with a Lewisham GP practice.**

- The GP Extended Access Service in Lewisham hospital is working well. Appointments are now available on request via telephone to the surgery. Nurse appointments are also available. The service is for both adults and children.
- Doctor appointments as well as nurse appointments are now available at the new Lewisham Hospital location.
- Nurse appointments are also available and are useful for dressings, particularly at weekends when the surgery is closed.
- The new system is already working well.

The walk-in centre at New Cross has had a temporary reprieve for technical reasons and is now to remain open until end of March 2018.

*In brief: There is a new service based at Lewisham Hospital called 'GP Extended Access Service'*



## APPOINTMENTS

### **IMPORTANT changes to on the day APPOINTMENTS**

Since the 1st November 2017 there has been a new system regarding emergency on the day appointments. This change has become necessary to ensure that people who have a genuine emergency are seen and that the system is fair.

- This new on the day appointment system adopted by the surgery is working well.
- The new system works as follows:
- It is no longer possible to book an appointment on line for the same day, but patients can call from 8am for the **next available non-urgent** appointment.
- Patients are then asked by reception staff to tell them briefly why they need an emergency appointment and whether they need to see a doctor or a nurse. Their details are taken and a doctor phones them back and talks to them. If the doctor thinks the patient needs to be seen that day, then the patient will be given an appointment for the same day.
- 'The doctor decides whether it's an emergency or not'.
- Home visits need to be requested by 11 am. There is a call back within one hour for home visit requests and for an appointment it will be within 4 hours.
- All emergency patients will be seen by a special duty doctor, who will be available specifically to deal with the emergency on-the-day appointments.
- There are no other changes to the appointment system, you can book your appointments in the same way as usual, this relates only to the on the day appointments.



### **OTHER USEFUL APPOINTMENTS INFORMATION**

The practice still wants to encourage more people to sign up for online patient access, this gives patients greater control but also improves efficiency.

If you have access to a computer or phone it will make your ability to get an appointment or your prescription so much easier.

There is even a smartphone APP available. Upon requesting access you will be issued with a unique PIN number after providing your email address it's as simple as that. You can also book a telephone appointment with one of the doctors.

This can be a highly effective and convenient way to get treatment or advice. Telephone appointments cannot currently be booked online, you need to ring to get one.

*In brief: On the day appointments are only for URGENT problems, so there is a new system where the doctor decides if you need to be seen on the day. Register yourself on line then you can: Book appointments, order repeat prescriptions etc. You can get an iPhone app for it.*



## MISSED APPOINTMENTS

Some patients who booked a telephone appointment, have booked it online and failed to notice that there is a dropdown box in which to select the type of appointment they require. Please check this when you are booking on line.

**A missed appointment means that someone else misses out. If you cannot make an appointment, make sure you telephone in to cancel it so that it can be given to someone else. You will receive a text reminder of your appointment and if you do not wish to keep this appointment they simply reply CANCEL.**

*In brief: Patients missing their appointments is a continuing problem. Always let the surgery know if you cannot make your appointment and CANCEL it.*



## STAFF NEWS

Dr Abraham is no longer a partner, he is now a salaried GP.

Dr Gostling is Lead GP.

Dr Ezeigwe returns on 5 March from maternity leave.



## IMPORTANT REMINDERS

To view your medical records on EMIS you need obtain a form from reception and present photographic ID. ID is not required to make appointments and order repeat prescriptions only, this can be requested over the telephone, you will need a current email address which can be verified.



## NEXT PPG MEETING

Joint meeting: Now that Morden Hill have merged with 5 other Lewisham practices there will be a joint patient group meeting at Hilly Fields Medical Centre 172 Adelaide Ave, London SE4 1JN on Thursday 8<sup>th</sup> February 2018 from 12:30-13:30. Patients from all 6 practices are invited to attend.

The next individual practice meeting at Morden Hill will be on Tuesday 13<sup>th</sup> March- 4:30- 5:30pm

Refreshments will be served. If you require any special access arrangements, please let us know beforehand.

Or alternatively if you cannot attend the meetings you can send any questions or suggestions via email to: [lewccq.g85035-general@nhs.net](mailto:lewccq.g85035-general@nhs.net)

There are several other ways to give feedback and influence changes in the Practice:  
📧 Comment and suggestion box 📧 Feedback via the practice website 📧 NHS Choices: [www.nhs.co.uk](http://www.nhs.co.uk) 📧 Write to our Practice Manager Tracy Crossfield.

*In Brief: Next PPG meeting is Tuesday 13<sup>th</sup> March 4.30-5.30*



## SEASONAL REMINDERS

- Lots of patients have still not had their flu jabs.
- The Flu programme will go on until the end of March.
- Although patients can have their flu jabs at a pharmacy, the ideal is for as many patients as possible to have it at the surgery as stocks of the vaccine have been ordered.