



MORDEN HILL SURGERY NEWSLETTER SUMMER 2017

Contributions for the Newsletter are welcome under any of the sections. Submissions can be made to the Practice email address: ✉ LEWCCG.g85035-general@nhs.net

The purpose of the Patients' group and newsletter is not to deal with complaints but to keep everyone up to date with news about the practice. However, if you do have a complaint about your individual treatment at the practice there is a procedure in place for this and you will need to contact our practice manager [Tracy Crossfield](#).

We are trying to increase the distribution of the newsletter. Not everyone is seeing the newsletter. There are always copies available at the Reception desk, in the surgery waiting room and on the Morden Hill Surgery website. Over 2000 patients receive the newsletter online via email. There is a clipboard at reception for patients to update their details for email and mobile phone at the appointment time

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

News on the collaboration of local GP Practices

**The Lewisham
Care Partnership**

On 1st June 2017, the official merger of Morden Hill Surgery with the other five GP practices took place.

The Lewisham Care Partnership is the name given to the collective of GP surgeries involved in this merger.

This is a move towards a 7 days a week service for GP practices. Working together is vital now with the financial squeezes on the NHS. Only by doing this and working on a larger scale is the practice able to meet the needs of patients and to maintain the standards in all practices.

Patients' experience of seeing a doctor and their relationship with the Morden Hill practice will remain largely the same during the normal surgery hours. Appointments for the out of hours or additional hours service can be made via the Morden Hill telephone line.

The group of 6 Practices are identifying strengths and skills in each practice and will make those skills available to all patients. There is also a new GP/Nurse service which is based in Lewisham Hospital near the A&E department (the old Main Reception building) and which is being staffed by Lewisham GP's and Nurses. When the Lewisham based practices have no appointments available you may be able to see a GP or Nurse who will have access to your medical record, appointments must be made by your practice, so you would need to request an appointment in the usual way.

Leaflets giving more information about this are available in the practice.

In brief :

Morden Hill surgery is now collaborating with 6 other doctor's practices in the area to extend services and hours, the new group of 6 practices is called 'The Lewisham Care Partnership'.

There is a new service which is based at Lewisham Hospital run by Lewisham GP's and Nurses offering extended hours to patients, including weekends.

Patients will still have access to Morden Hill Surgery but also be able to access services elsewhere.



APPOINTMENTS

There has been an increase in the number of patients who have registered for online patient access which is good news.

The practice still wants to encourage more people to sign up for this. Having online patient access 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 an iPhone APP available. Upon signing up you will be issued with a unique PIN number after providing evidence of your identity it's as simple as that.

If you want to make an urgent appointment you still have the choice of either ringing for an 'on the day' appointment, after 8am, or, if you are registered as an online patient, you can also book your appointment on-line any time from 8am on the day.

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 can also be booked online, there is a drop down box to select telephone consultation.

Unfortunately, the doctors are still getting too many non-urgent appointments which are booked as on the day. These on the day appointments are very precious and need to be used for genuinely urgent cases not for routine queries.

In brief:

Register yourself for online access then you can: Book appointments, order repeat prescriptions etc.

You can get an iPhone app for it

Did you know that you can book a TELEPHONE appointment with a doctor?

On the day appointments are for URGENT problems.



MISSED APPOINTMENTS

GP APPOINTMENT?
CAN'T MAKE IT?
DON'T NEED IT?

CANCEL IT!

There were 233 missed appointments in March and 157 in May so this is still a big problem. This means that people who may need an appointment may not be able to get one because so many patients just fail to turn up without informing the surgery. Many people who do not attend have actually requested an urgent same day appointment.

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

Obviously, 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, reply 'cancel' when you receive your text alert reminder.

In brief:

Patients missing their appointments is still a BIG PROBLEM

Always let the surgery know if you cannot make your appointment.



STAFF CHANGES

Receptionist 'Atalia' starts her maternity leave at the end of June. **Dr Ezeigwe** is currently on maternity leave until at least the end of 2017. **Dr Abraham**, having recently taken part retirement, has now stepped down from his position as 'Partner' and will continue to work at Morden Hill as a salaried GP.



IMPORTANT REMINDERS

The next meeting will take place on **Saturday 30th September** at **10.30am**. However, we may look at alternative times and days of the week as we would really like to gather additional support and attendance from more patients.

Refreshments will be served. If you require any special access arrangements, please let us know beforehand. **Or alternatively if you cannot attend the meeting you can send any questions or suggestions via email to: LEWCCG.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 - Write to our Practice Manager Tracy Crossfield.

In Brief;

Next PPG meeting is Saturday 30th September 2017 at 10.30



SEASONAL REMINDERS

Travel vaccinations: Appointments for travel vaccination should be booked with the practice nurse at least 8 weeks before travel to ensure appropriate cover. This service is in great demand so if an appointment is not available with a nurse you would need to visit a travel clinic, GP's do not issue travel vaccinations except Malaria tablets (by prescription).