

## **MORDEN HILL NEWSLETTER**

### **Spring 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: *LEWCCG.g85035-general@nhs.net*

The purpose of the Patients' (the PPG) and quarterly Newsletter, is to keep patients up to date with news about the practice. However, if you do have a complaint about your individual treatment there is already a procedure for this and you will need to contact the practice manager Tracy Crossfield.

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

**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**

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**

- GP Extended Hours Access Service in Lewisham hospital is running well. It offers appointments to patients in the Lewisham Borough but is not a walk in. Appointments can only be booked via Morden Hill Staff.
- The service is for both adults and children.
- Doctor appointments as well as nurse appointments are available at the new Lewisham Hospital location.
- Please note that the Nurse appointments also available are useful for dressings, particularly at weekends when the surgery is closed.
- The walk in centre at New Cross closed on 31/03/2018

**In brief: Morden Hill surgery is now able to offer appointments at a new service which is based at Lewisham Hospital and is called the extended hours access service.**

## **APPOINTMENTS**

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

Since November 1st 2017, a new system for emergency 'on the day' appointments has been set up. This change was necessary to ensure that people who have a genuine emergency are seen and that the system is fair.

- It is no longer possible to book a routine appointment on the same day.
- Patients are 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. The doctor then calls 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.
- This new on the day appointment system adopted by the surgery is working well so far. However, some patients are still confused as to what constitutes an emergency appointment. On the day appointments are given to patients who have an urgent medical need and have a problem that needs to be dealt with immediately.
- From 1<sup>st</sup> June 18, between 8am and 9am, reception staff can only deal with urgent on the day appointment requests, for all other enquiries and routine appointments please call the practice after 9am or make your routine appointment online.

- The on the day duty doctor will decide whether the patient needs to be seen on that same day. The on the day duty doctor will be available specifically to deal with the emergency on-the-day appointments. 'The doctor decides whether it's an emergency or not'.
- Home visits should be requested by 11 am. There will be a call back within one hour for home visit request and for an emergency appointment request call back will be within 4 hours but it may be much sooner.
- There are no other changes to the appointment system, you can book your routine appointments in the same way as usual, this relates only to the 'on the day' appointments.

## **OTHER USEFUL APPOINTMENTS INFORMATION**

The practice would like 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 repeat prescription much easier.
- There is even an iPhone APP available for patient access. Upon signing up you will be issued with a unique PIN number after providing evidence of your identity, it's as simple as that.
- You can also book a routine 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.
- Appointments for non-emergencies are released via EMIS to patients and to the staff on reception at 9am and 9pm daily. So that appointments are rolled out gradually to allow fair access for all patients.
- Some tasks, including repeat prescriptions can be carried out by the GP's without the need to see the patient, if unsure ask reception staff.

**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 also 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. 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 or respond to your text reminder 'cancel' so that it can be given to someone else.**

**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 retires from general practice in August 2018
- Dr Gosling is the lead partner for Morden Hill
- Dr Ezeigwe has returned from maternity leave and will be at practice one day a week from April 2018
- Dr Shah is due back from maternity leave in September 2018
- Dr Claire Windsor joined Morden Hill as a partner (previously at St John's Medical Centre) and will be training new GPs at the practice in the future.

## **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**

Tuesday 26 June at 4.30pm.

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](mailto: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](http://www.nhs.co.uk) Write to our Practice Manager Tracy Crossfield.

**In Brief; Next PPG meeting is** Tuesday 26 June at 4.30pm.

## **SEASONAL REMINDERS**

- There are still many patients who have not had flu jabs. From September there are to be two separate jabs - one specifically for over 65s.
- There is also a pneumonia jab available, which is a one-off injection for older patients.
- 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.

## **Vaccination information for Travel**

- NHS England advise that pharmacies have the necessary travel vaccines. The <http://www.fitfortravel.nhs.uk/home> website tells patients what they require.

The surgery can also give you a print out of any vaccinations you have received in the past and you can then take this to the pharmacy and pay for any additional vaccinations you require.

## **Other news**

The practice is **closed** on the following dates/times for staff training:

**Wednesday 18<sup>th</sup> July 12:30-18:30**

**Thursday 11<sup>th</sup> October 12:30-18:30**

The practice is currently running a 1-lead ECG pilot for patients over 65 years of age who have not been diagnosed with AF (Atrial Fibrillation). You may be asked, when you are in the practice, to be part of this pilot. It will take exactly 30 seconds of your time and involves placing 2 fingers on a small device which then monitors your heart rate. Any abnormalities detected will be passed to a GP. Please assist us where you can, thank you.