



MORDEN HILL SURGERY NEWSLETTER

September 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. Over 3500 patients receive the newsletter via email. There is a slip at reception for you to update your for email address and mobile phone number. The newsletter is put together four times a year. It is available to all patients as hard copy in reception or on the website. Every patient who has submitted an email address receives a copy as an attachment.
- **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 on Saturdays and Sundays.

Appointments are offered to patients in the Lewisham Borough but it is not a walk in service. Appointments must be booked via Morden Hill Staff or via Seldoc.

- This service is for both adults and children.
- Doctor appointments as well as nurse appointments are available at the Lewisham Hospital location.
- Please note that the Nurse appointments available are also useful for dressings, particularly at weekends when the surgery is closed.

In brief: There is now a service based at Lewisham Hospital called the GP Extended Access Service. You can get appointments with a nurse or a doctor at the weekend but these have to be booked via the GP surgery or Seldoc.

APPOINTMENTS

IMPORTANT changes to 'ON THE DAY' APPOINTMENTS

- It is no longer possible to book an appointment online for the same day. Patients will have to telephone reception if they require an emergency on the day appointment.
- Patients are asked by reception staff why they need an emergency appointment and whether they need to see a doctor or a nurse. The doctor will then call back and talk to the patient. If the doctor thinks the patient needs to be seen that day, the patient will be given an appointment for the same day. The 'on the day' doctor will decide whether the patient needs to be seen as an emergency on the day.
- This 'on the day' appointment system is generally working well. 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. Everyone requesting an 'on the day' appointment is offered a call back by a doctor. 50% then go on to be offered an appointment.
- Home visits should ideally be requested by 11 am. There is a call back to home visit requests within one hour and requests for an emergency appointment will be called back within 4 hours, usually much sooner.

- 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.
- Nurse appointments are not available to book online as the nurses are specialists and appointments need to be directed to the relevant nurse specialist therefore this will need to be discussed with the reception staff.
- There is a drop-down box for telephone appointments.

Appointment bookings between 8-9am are for emergency on the day appointment requests only. Routine appointment slots are not released until 9am so if you call between 8am and 9am for a routine appointment you will be asked to call back after 9am as the appointments are not available for the reception staff to book until then.

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. More and more patients are using the online appointments system now.
- If you have access to a computer or phone it will make your ability to get an appointment at your preferred time or your prescription much easier.
- There is even an iPhone APP available. Upon signing up you will be issued with a unique PIN number, it's as simple as that.
- You can also book a telephone appointment with one of the doctors. This can be a convenient way to get treatment or advice. There is now a drop-down box for telephone appointments online.
- The phone system is currently a little frustrating as lines are open at 8am, although only for emergency 'on the day' appointments, and many patients are not yet aware of this.
- Routine appointments for non-emergencies are released via EMIS to patients and to the staff on reception on a regular basis at 9am and 9pm daily, 7 days a week. This is 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.
- Once you have attended your appointment you should receive a text to check on your satisfaction with the Surgery so you can feedback on your experience.
- Test results are now available daily after 11am.

In brief: On the day appointments are only for URGENT problems, a system was introduced in November 2017 whereby the doctor decides if you need to be seen on the day.

Register yourself online so that 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 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. We would like to voice our sincere appreciation of Dr Abraham's contribution to the practice, his professionalism and kind manner to staff and patients alike. He will be greatly missed. We wish him good health and happiness in his retirement.
- Dr Gosling is the new lead partner for Morden Hill
- Dr Shah is coming back from maternity leave in September 2018
- Caroline on reception is leaving.
- A new male GP will be joining the practice in October, further information to follow.

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

- Next meeting Tues 11th September from 4.30-5.30pm. All patients are welcome.
- 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](#).

SEASONAL REMINDERS

- Flu Jabs are to be split into two waves this year. Exact dates to be confirmed, all under 65s will be invited to attend in September with over 65s being invited in both September and October.
- 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 Travellers

- NHS England advise that pharmacies have the necessary travel vaccines. The website (<http://www.fitfortravel.nhs.uk/home>) will assist patients with information as to which vaccines they require.

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

Other news and information

The practice is closed on the following dates/times for staff training:
Thursday 11th October 12:30-18:30

The decorators are currently painting the surgery and this is bound to mean some disruption. It is hoped to keep this inconvenience to a minimum.

The practice is continuing to run an ECG pilot for patients over 65 years of age to check for possible 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 (no body contact is

necessary), which then monitors your heart rate. Any abnormalities detected will be passed to a GP. Please assist us where you can.

Cervical smears tests: The pilot has been extended to include Wednesday evenings from 6.30-8.30pm as a pilot, these can also be carried at the GPEA service at Lewisham Hospital, please book through reception at Morden Hill Surgery.

Out of Hours Pharmacies:

Zafash in Earls Court is open 24 hours

233-, 235 Old Brompton Rd, London SW5 0EA

Open 24 hours

Phone: 020 7373 2798

Westberry's in Streatham closes at midnight

84-90 Streatham High Rd, London SW16 1BS

Open · Closes at Midnight every day

Phone: 020 8769 1919