

## MORDEN HILL NEWSLETTER

Winter 2018



Welcome to Morden Hill Surgery's patients group Newsletter. 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](mailto: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 3000 patients receive the newsletter online. There is a clipboard at reception for you to update your details for email and mobile phone. 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:

All patients who have submitted an email address will receive a copy of the newsletter via email as an attachment

## APPOINTMENTS

### **IMPORTANT changes to 'ON THE DAY' APPOINTMENTS**

- It is no longer be possible to book an appointment on line for the same day. Patients will have to telephone the surgery if they have an urgent problem.

- 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 or not.
- 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 only 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 following a telephone consultation with the duty doctor.

Home visits need to be requested by 11 am. You will receive a call back within one hour and the home visit will usually be within 4 hours.

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 are also telephone appointments available and there is a drop-down box available for this when booking appointments online.

**In Brief:**

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 till then.

**Saturday and Sunday additional GP appointments are now available at Lewisham Hospital.**

Appointments must be booked via Morden Hill Staff or via Seldoc as this is not a walk-in service.

- This 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 available are also useful for dressings, particularly at weekends when the surgery is closed.

### **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 or your prescription much easier.
- There is an app for Emis on both iOS and Android available. Upon signing up you will be issued with a unique PIN number. If you wish to view your medical record you would need to provide photo ID at time of request.
- If you are having difficulty setting up online, it is possible to get help from the surgery so please ask.
- 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 when booking on line.
- The phone system is currently a little frustrating as lines are open at 8am, although only for the emergency 'on the day' appointments, and many patients are not aware of this yet.
- Ordinary 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 to enable appointments to be rolled out gradually to allow fair access for all patients.
- Some tasks, including urgent prescriptions can be carried out by the GP's without the need to see the patient, or you can re-order using the EMIS app.
- 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.

### **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.

There are still a significant number of patients failing to attend appointments although the number is going down. The current figure is 6.2%.

**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 need to do this no later than 2 hours before otherwise it cannot be used. The moment you cancel your appointment online, the appointment slot becomes available for someone else to take.**

**In brief: Please CANCEL! You must let the surgery know if you are not going to take up your appointment. Patients missing their appointments continue to be a problem.**

## **STAFF NEWS**

- Dr Gostling is the lead partner for Morden Hill
- Dr Lawrence is a new trainee GP here until March 2019;
- Dr Pidduck will be joining the practice as a salaried GP.
- Dr Kalathara is leaving for pastures new in February 19.
- Nurse Angela McKenzie will join the team in January 19
- Medication reviews are carried out by Natasha, who is a pharmacist at the practice.
- The majority of the doctors do not work every weekday, so this is why you sometimes have to wait in order to see a particular doctor.

## **PRESCRIPTIONS**

- Some tasks, including repeat prescriptions can mostly be carried out by the GP's without the need to see the patient, or you can re-order using the EMIS app.
- There is an electronic prescription service that can be used for repeat prescriptions – the patient nominates a pharmacy and the pharmacy organises getting the prescription from the practice electronically. This is a fast and efficient service and also saves administration time at the surgery.
- Patients need to be aware of their review date, it is important that you do not miss your medication review, as the doctors need to make a decision on whether to continue with the medication.

## IMPORTANT REMINDERS

- The practice will be closed on Christmas Day, Boxing Day and New Year's Day.
- Repeat prescriptions need to be in by Thursday 20<sup>th</sup> Dec for receipt by pharmacy / patients before Christmas
- There is an electronic prescription service that can be used for repeat prescriptions – the patient nominates a pharmacy and the pharmacy organises getting the prescription from the practice electronically.

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.

- The next PPG meeting is on Tuesday 26<sup>th</sup> March 2019 from 4.30-5.30pm. All patients are very 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](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](#) [Write to our Practice Manager Tracy Crossfield](#).

## SEASONAL REMINDERS

- If you qualify for a flu jab, you should take up the offer. The surgery orders and pays for the numbers of patients who need the injection and if the jabs are not used, they are wasted.
- Flu jabs are available up until March 2019.
- You can choose to have a jab if you feel you need one, but you will have to pay. This cannot be done at the surgery but can be done at either a clinic or a pharmacy.
- There is also a pneumonia jab available, which is a one-off injection for older patients.

## VACCINATION INFORMATION FOR TRAVELLERS

NHS England advise that pharmacies have the necessary travel vaccines. The website (<http://www.fitfortravel.nhs.uk/home>) 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 what you require.

#### **OTHER NEWS AND INFORMATION**

Patients are sent a text following their appointment asking whether they would recommend the practice to friends and family. Out of 8077 texts sent out, 2303 people responded and gave the practice 5 stars. Here is just one of the quotes : *“Friendly, helpful doctors who give everyone the same attention and care regardless of time slots/age/ethnicity. Genuine, loving, caring people”*.

Cervical smears tests: The pilot has been extended to include Wednesday evenings from 6.30-8.30pm. You can therefore book an appointment during this time for a smear if it is more convenient for you.

Out of Hours Pharmacies:  
Zafash in Earls Court is open 24 hours  
Westberry's in Streatham closes at midnight