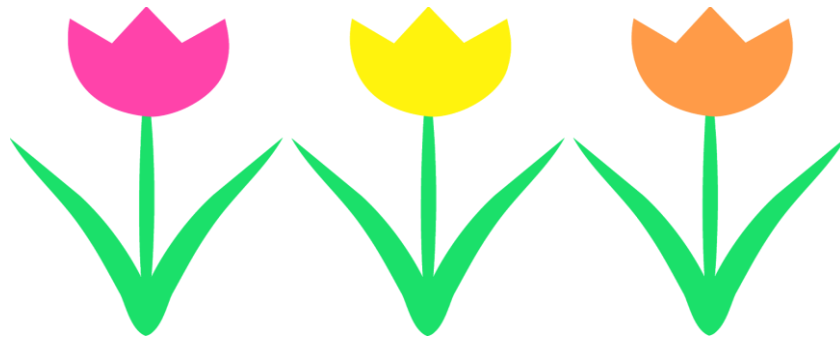


MORDEN HILL NEWSLETTER

Spring 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

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

'ON THE DAY' APPOINTMENTS

- Since November 2017 it is no longer possible to book an appointment on line for the same day. Patients will have to telephone the surgery and

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 on the day.
- This 'on the day' appointment system is generally working well. 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.
- Home visits need to be requested by 11 am. There is a call back within one hour and for an appointment it will be within 4 hours.
- Also, there is a slight change to the time before which patients need to call the surgery for an 'on the day appointment'. Now patients can phone up until 3pm. After this time patients may be redirected, depending on urgency.
- 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. Release of appointments is currently 9am and 6pm to spread the timings and make it fairer across the board. 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.

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. Routine appointments release at 9am and 6pm 7 days a week both in the practice and on line.

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 it's as simple as that.
- 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 on line.
- Ordinary appointments for non-emergencies are released via EMIS to patients and to the staff on reception on a regular basis at 9am and 6pm 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 repeat 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 people missing their appointments. 18 to 45 year olds form the bulk of those failing to attend. If there is a patient who suffers from memory loss, there are procedures to deal with this. If the problem is known to the surgery or if a relative can alert the surgery of the problem reminder phone calls on the day of the appointment can be organised.

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

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

STAFF INFORMATION AND CHANGES

online, the appointment slot becomes available for someone else to take.

- New receptionists Angela and Jeanette have joined the team.
- New GP Dr Pidduck.
- Dr Gosling will be out of the practice for 4 weeks during April and May.
- The GPs all have specialisms which are mentioned on the practice website.
- 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 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, as the doctors need to make a decision on whether to continue with the medication.

- What does a patient do if the selected pharmacy doesn't have enough stock of their prescribed medicine? If there is a shortfall, the pharmacy will provide the balance when available and the patient will have to return to the pharmacy to collect it.
- There are occasions when the GP may only prescribe half of the usual medication on a repeat prescription. This is to comply with the national NHS medication review requirements and is there to encourage the patient to make an appointment to discuss ongoing medication needs. If the pharmacy does not have the medication, and have received the prescription electronically, they will give the patient a slip to take to another pharmacy of their choice.
- Surgery closures: Friday 19th till Tuesday 23rd April for Easter and Monday 6th May and Monday 27th May which are both bank holidays.

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.

- The next PPG meeting is on Tuesday 25th June at 4.30 to 5.30 . 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.

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

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

There is a new APP – Ask NHS GP - which every Surgery in Lewisham will ultimately be required to use. Some practices are using it already. Morden Hill will go live with this in April 2019. You will receive an email when it is in operation which will tell you about it.

Patients are sent a text following their appointment asking whether they would recommend the practice to friends and family. The most recent figures show that 88% of patients would recommend the surgery to others. High satisfaction was recorded with each doctor in the practice. People are happy with professionalism and sympathetic treatment. Most negative comments are about the time the patients have to wait to be seen. There are plans to put up information when a doctor is running late on the moving screen in the waiting room however this is not up and running yet.

Patients who don't have a smart phone or are unwilling to share their number with the surgery can give their feedback by filling in a form which is available at reception.

Out of Hours Pharmacies:

Zafash in Earls Court is open 24 hours

Westberry's in Streatham closes at midnight