

MORDEN HILL NEWSLETTER

Autumn 2019

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.g85035general@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 have a complaint about your individual treatment there is already a procedure 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. The newsletter goes out four times a year. 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.

- **VOLUNTEERS NEEDED! The PPG would like to use a volunteer in the waiting room to support patients with anything they don't understand, with using the pod and help with google translations and any other user problems. Other surgeries have such volunteers and they have proved very useful. Candidates would be required to have a standard police check.**

APPOINTMENTS

'ON THE DAY' APPOINTMENTS

- Patients should telephone the surgery and 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 speak with the patient. If the doctor feels the patient needs to be seen that day, an appointment for that same day will be given. It is only the 'on the day' doctor who will decide whether a patient needs to be seen or not.

- These '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 the doctor. 50% then go on to be offered an appointment.
- 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.
- The surgery has recently adopted a new approach to answering the phones before 10 am with more staff dedicated to this than previously to enable patients to be dealt with more quickly and efficiently.
- 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.
- For general appointments the system now releases at 9 am and 18.00 pm in order 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.

In Brief:

Appointment bookings between 8-9am are for emergency on the day appointment requests only. Routine appointment slots are not released until 9am and 6 pm, 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 released until then.

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

- Appointments must be booked via Morden Hill Staff or via Seldoc as this is not a walk-in service. There is no patient access to the hospital appointments system, such appointments can only be booked through the surgery.
- 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.

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 after providing evidence of your identity 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 do ask.
- 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. This helps the Surgery to monitor their performance and make changes where appropriate.
- Test results are now available daily after 11am.

MISSED APPOINTMENTS

The number of people failing to attend their appointments has increased recently. Patients receive a text reminding them of their upcoming appointment. Patients should not reply unless they wish to cancel it if the appointment is no longer needed, at this point patients should type the word '**CANCEL**' adding no other words (otherwise it won't log the cancellation on the system). OR, you can cancel by telephone. 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 to 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 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 INFORMATION AND CHANGES

- Angela McKenzie has joined as a nurse working between the Morden Hill and St John's surgery and also on the Practice Nurses Course at Greenwich University.
- All the GPs have specialisms which are mentioned on the practice website.
- Medication reviews are carried out by Natasha, who is our pharmacist at the practice.
- Dr Shah has started maternity leave (10/11 months) and will be covered by Dr Wieland a locum with 20 years' experience.
- Dr Rachael Kavalier joined the practice on 25 September.
- Dr Georgina Thomas will be the new registrar (likely to stay 1 year to complete her training)
- The practice has had a pharmacist in attendance for a while able to carry out such things as prescription reviews. The pharmacist works across the group of practices and is not a dispensing pharmacist.

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 dates: 3rd Dec pm - 25th, 26th & 31st December**

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 being held on Tuesday 10th December from 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 www.nhs.uk (previously NHS choices) [?](#) Write to our Practice Manager Tracy Crossfield.

SEASONAL REMINDERS

- Flu jabs season is upon us. Patient should use the surgery rather than pharmacies to have their flu jab as stocks have been bought in and would be wasted if not used.
- Jabs can also be obtained by appointment.

OTHER NEWS AND INFORMATION

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.

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 went live with this in April 2019. You should have received an email which will tell you all about it. **PLEASE SIGN UP AS SOON AS POSSIBLE**

Patients Satisfaction Survey (Friends and Family) 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.

Cervical smears tests: appointments can be booked on Wednesday evening from 6.30-8.30pm as well as during core hours.

Out of Hours Pharmacies:

Zafash in Earls Court is open 24 hours

Westberry's in Streatham closes at midnight