

# Practice Newsletter Spring 2015

## **Not taking your medicines? Not sure what they're for?**



Unused medicines cost the NHS an estimated £300 million per year. This is money that could be spent on 80,906 more hip replacement operations, or 11,778 more nurses, or 19,812 more drug treatment courses for breast cancer.

Don't waste medicines

- Tell your GP if you have stopped taking any medicines.
- If you don't take it, don't tick it.
- Unwanted medicines in the home are a risk to everyone.
- Unused medicines cannot be recycled.

Please ensure that if you are on repeat medication you have an annual review with the GP.

## **Late evening surgeries**

Are you a commuter? If you find coming to the surgery during office hours difficult, don't



forget we have late evening surgeries on a Monday and Wednesday evening, as well as a Saturday morning surgery for booked appointments.

## **Shingles immunisations for patients aged 70,78 and 79.**

Were you aged 70, 78 or 79 on 1<sup>st</sup> September 2014? If you were born between  
2/9/43 – 1/9/44  
2/9/35 – 1/9/36  
2/9/34 – 1/9/35

you are eligible for the shingles vaccination. Please contact Reception to book an appointment. You will be eligible to receive your free shingles vaccination up until August 2015.

## **Patient Survey**

The practice carried out a survey in February focusing on three areas identified by our Patient Participation Group:

- Advance access to appointments
- Access to the building
- Times of appointments

The main findings of the survey were as follows: Use of the on-line appointment booking system has not increased since last year, though awareness of the system has improved. We have increased the amount of publicity for the on-line system to try to increase uptake.

The most popular additional surgery time was late evenings. We have therefore increased the amount of publicity to improve awareness of these surgeries.

There was no clear demand for booking appointments more than 4 weeks in advance. The largest response was for booking 2 days in advance. We have re-instituted a system to enable clinicians to arrange patients to have short notice follow up appointments.

54% of respondents said they found access to the surgery (ie parking & pedestrian access) very easy. Several respondents commented on how busy the car park can be at times and so a decision has been made not to hold non-urgent clinics on a Monday, as the surgery is busiest on that day.

If you would like to see the full analysis of the results, please visit our practice website - [www.thelondonlaneclinic.gpsurgery.net](http://www.thelondonlaneclinic.gpsurgery.net) click on Patient Group then Patient Feedback, or ask Reception to see a paper copy.



**"emisaccess"**

## **Booking appointments, sending messages and requesting repeat prescriptions over the internet**

It is possible to book an appointment with a doctor, or send a message and/or request a repeat prescription from the practice using the internet. If you ask at reception for your PIN code they will print out a letter for you with your personalised code and information on what to do. You then visit the practice website :

[www.thelondonlaneclinic.gpsurgery.net](http://www.thelondonlaneclinic.gpsurgery.net) and set up an account for yourself via the Appointments button at the foot of the home page using the codes on the letter. Once the account is set up, you can

- 1/ book up to two (non-urgent) appointments with a doctor over the internet.
- 2/ request a repeat prescription using the form on the screen,
- 3/ send a message direct on-line to the practice.

The advantage is that you can use the internet any time, day or night, and no time is spent waiting on the telephone. This system also allows you to access your Summary Care Record ie information on your medications, and any allergies or adverse reactions.

### **Blood tests**

Please bear in mind that the results of any investigations requested by the hospital and not the surgery are not routinely sent to the surgery. If you would like to obtain these results, you would need to contact the hospital department directly. The phone number will be on your hospital letter.



### **Follow up appointments**

GPs have now adopted a policy whereby they issue patients with details for a follow-up appointment to be passed on to the receptionists. This will hopefully streamline follow-up appointments at times of pressure on the appointment system.

### **Patient Participation Group**

The surgery has a Patient Participation Group which is consulted on areas of concern and possible improvement. We are particularly keen to include younger patients in order to ensure the group is representative of the whole practice population. If you would be interested in joining the group, please ask at reception for a form to complete or write to the practice manager.



### **Charges for Non-NHS services**

In addition to the NHS services we provide, we also offer private services such as travel vaccinations, the completion of medical reports, confirmation of fitness letters and examinations from external organisations. These services incur charges as they are not part of the surgery's NHS contract. A list of private charges is on display in the surgery foyer and by the reception desk.



### **Staff News**

- We would like to congratulate Dr Vidutta Sharma and Dr Rita Austin who have both given birth to baby boys. They plan to return to the practice in September
- Meanwhile welcome to Dr Marc Kay and Dr Syreeta Daw who both trained in London and are working at the surgery providing maternity leave cover.

### **~~Top Tip~~**

#### **Walking is good for you!**

*It's a low-impact way to get fit and healthy. Walking costs nothing and is easy and safe.*

*Walking for as little as 30 minutes a day provides heart health benefits. Apart from physical benefits, there are also mental health benefits to walking. Studies have shown that walking improves sleep and mood, and slows mental decline.*

- *Try using the stairs rather than the lift.*
- *Walk short journeys rather than driving.*
- *Park a distance from your destination then walk the rest of the way.*
- *Walk with your children to school instead of driving.*