

Practice Newsletter Spring/Summer 2014

Travel vaccinations

At this time of year many people are looking forward to a summer holiday overseas. If you think you will need travel vaccinations, don't forget to book an appointment with the nurse in good time. It is recommended that you attend at least 8 weeks before departure. You will need to complete a form in advance indicating your travel plans in order to ensure we provide the correct vaccinations. This is available from Reception or can be downloaded from the practice website. Please note there is a charge for some travel vaccinations. If you prefer, you are free to go to a private travel clinic for these vaccinations.



Requesting repeat prescriptions early

If you have to request a prescription early due to, for example, holidays, please could you make a note of this on your prescription request.

Ghost patients

NHS England are carrying out an exercise to ensure that the Health Service is not paying for healthcare for patients who no longer live at an address but are registered as living there (such patients are known as "ghost patients"). This most frequently happens when people have moved abroad and have not notified their practice. If you receive a letter from NHS England or from the surgery asking you to confirm you live at your address, it is important to answer it. If you do not, the authorities will remove you from our practice list.



Individual Care Plans

As part of a Bromley-wide project we are working to identify our most vulnerable patients and are formulating an individualised care plan for each of these patients. Patients will be given a copy of the appropriate pages of their care plan which will have listed telephone numbers of who to contact when problems occur. Patients who are eligible to have a care plan will be notified directly.

All eligible patients have been written to about this.

Paper recycling

The surgery recycles its paper. A recent audit showed that last year we recycled 92% of our paper waste and thereby saved 4 tonnes in carbon dioxide emissions.



Patient Survey

A patient survey was carried out at the surgery in February and March this year. Questionnaires were handed out during morning, afternoon, late evening and Saturday surgeries.

The results were then discussed with the surgery's Patient Participation Group. An analysis of the results showed that 95% of respondents thought the reception staff were very helpful or fairly helpful, while 93% of respondents said the surgery helps them cope with their health problems well or very well. The findings also revealed that a significant proportion of respondents were unaware of the availability of telephone appointments, the electronic prescription service, the on-line appointment booking system and the ability to opt out of sharing medical data. Please see below information on all of these issues. If you would like to see the full analysis, please visit our website www.TheLondonLaneClinic.GPSurgery.net

Care.data

Sharing patient information can help researchers and those planning health services to ensure that the best care possible is provided for everyone. You may have heard in the media that NHS England is planning to link patient records (not

including the patient name or certain specified “sensitive codes”) in a secure system for this purpose. If you do not want your patient information shared, please notify the practice – Reception has a form you can sign or you can write us a letter - so that your record can be coded accordingly. For more information, visit www.nhs.uk/caredata, read the item on our website, or pick up a leaflet at the practice.

Electronic Prescription Service



The London Lane Clinic now uses the Electronic Prescribing service. This service allows us to send your prescription electronically to a pharmacy of your choice and prevents problems arising from lost prescriptions. Patients who have repeat medications can nominate a pharmacist to receive prescriptions electronically. Please speak to your pharmacist if you would like to use this service.



“emisaccess”

Booking appointments and requesting repeat prescriptions over the internet

As mentioned in previous newsletters (but it's worth repeating!), 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 www.patient.co.uk and set up an account for yourself using the codes on the letter. Once the account is set up, you can book up to two (non-urgent) appointments with a doctor over the internet. You will also be able to request a repeat prescription using the form on the screen, or send a message direct 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.

Telephone Consultations

The practice offers patients the opportunity to consult with a doctor over the telephone, rather than having to come into the practice. If you think telephone advice would suffice and you would like to do this, just ring the switchboard (020 8460 2661) and press 1 for appointments as usual and ask to book a telephone consultation.

Staff News

Dr Nicholson is moving back to the north of England following the birth of her son. Dr Lingam, who was covering her maternity leave, is now working as an Associate GP at the surgery for 3 days per week.

MoonWalk London 2014

Three members of our staff, Carol, Suzanne and Julie along with Dr Taylor walked 26.2 miles in aid of the breast cancer charity, Walk the Walk, on 18th May. Along with 17,000 other walkers they took 8 hours to cover the whole distance in and around central London. Between them they have raised over £2,000. Congratulations to all of them.

Heavyweight issues

? Did you know that:

- Obese people are 33% more likely to die from cancer than those who are a healthy weight.
- A person who is two stones overweight is twice as likely to have a heart attack as someone who is a healthy weight.
- Every year, 30,000 deaths are directly linked to obesity, and every 17½ minutes a person dies of an obesity-related illness.

~~Top Tip~~

*Small changes add up!
Changing your eating habits doesn't necessarily have to be difficult or big.
Slightly reducing the amount of sugar, fat or salt you eat can add up to make a big difference.*