

# Practice Newsletter Spring 2017

## **Access to Open Access Clinic**

In order to reduce waiting times and improve access from 5<sup>th</sup> April we will be piloting the option for patients to be able to book their appointment in the Open Access Clinic on the day. From 8am you will be able to book an appointment either

- In person (as before)
- On-line (the preferable option as phone lines are often very busy in the mornings)
- By phone

If you are not registered yet to use online patient services ("Patient Access"), please ask at reception and they will provide you with the details.

There will be a set number of appointments available each morning. Once these have been allocated, there will be no further appointments that morning and you will need to wait until 8am the next week day morning to book the next available open access clinic appointment.

## **One problem per Open Access Clinic appointment**

The doctors feel that in order to provide high standards of care they would like to remind you that dealing with multiple problems in a single consultation leads to the danger of problems being missed or not dealt with properly. Please will you help by limiting your consultation to one problem per appointment in the Open Access Clinic.



## **Staff News**

- Farewell to our long-serving Health Care Assistant, Annie, who retired at the end of March.
- Farewell to Dr Gyekye who left in January.
- Welcome to Dr Jayne Kennedy who has replaced Dr Gyekye, having started in February. She also works part time in palliative care at St Thomas Hospital.
- Welcome back to Dr Leung who returns from maternity leave in March.

- Welcome back to Dr Matthews who is returning from maternity leave in May.

## **Ways to request a repeat prescription**

If you have a repeat prescription there are a number of different ways you can request it:



a/ Tick the boxes on the slip at the back of your previous prescription and post it or give it to the surgery. The prescription will be produced and ready for you to collect within two working days. You can attach a stamped addressed envelope if you would like it posted to you.

b/ Write a letter to the practice requesting the prescription. Again, it will be produced and ready for you to collect within two working days and you can attach a stamped addressed envelope if you would like it posted to you.

c/ Request the prescription on-line. To do this you need to be registered with the surgery to use "Patient Access". To do this you need to bring picture ID and fill in a short form. You will then be given a letter with your personalised codes 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. Once the account is set up, you will be able to request a repeat prescription using the form on the screen. You will also be able to book up to two (non-urgent) appointments with a doctor over the internet, and send messages direct on-line to the practice.

Once the electronic request has been received, the prescription will be produced and ready for you to collect within two working days.

If you would prefer not to make a journey to the surgery to collect the prescription, you can arrange for your preferred pharmacy to collect it for you. They can either do this manually or electronically, whichever you prefer. Please speak direct to the pharmacy about this.

Please remember, there is no reason to take a doctor appointment to get your repeat prescription.

### **Do you want support to give up smoking?**

To access support to give up smoking, sign up on the NHS Smokefree website :



[www.nhs.uk/smokefree](http://www.nhs.uk/smokefree) Using this website you can access support via e-mail, text and app. There is also a range of items available to help you quit for good.

### **Coughs and Colds**

Coughs, colds and flu are usually caused by germs known as viruses. Antibiotics do NOT cure these infections and do not shorten the length of time you feel unwell. Giving unnecessary anti-biotics can be harmful as all medicines can have side-effects. Moreover, germs are becoming more difficult to kill because of over-use of anti-biotics. It is therefore essential to save these drugs for infections that really need them.



If you have a cough or cold there are plenty of things you can do to help you feel better and aid your recovery:

- **Stay at home if you can. Keep warm and rest. You may feel tired because your energy is being used to fight the infection. Most colds last about 7-10 days.**
- **Drink plenty of fluids**
- **Take extra Vitamin C as this can help your body fight the virus. You can get this from fruit such as apples, oranges and orange juice, or you can buy vitamin C tablets from the chemist.**
- **Taking aspirin or paracetamol will bring down a high temperature.**

When to contact the doctor:

- **If you have had your cold for more than 7 days and are feeling worse, not better.**
- **If you develop chest pain or start coughing up large amounts of green or yellow mucus.**
- **If you develop severe headaches, vomiting or unusual rashes.**

### **Care Quality Commission Inspection**

A Care Quality Commission (CQC) inspection of this surgery took place in November 2016. We are pleased to inform you that the surgery was subsequently awarded the rating of Good. You are welcome to read the CQC inspection report. It can be found by following the link on the home page of our website: [www.TheLondonLaneClinic.GPSurgery.net](http://www.TheLondonLaneClinic.GPSurgery.net) or ask at reception for a paper copy.

### **Local Care Record**

The London Lane Clinic has recently started using the Local Care Record. This enables the sharing of electronic information between GP practices, hospitals and community services. It allows health care professionals to view medications, previous treatments, hospital appointments and test results, plus other important information at the touch of a button. This will make care safer and quicker by allowing doctors to review all relevant information before making decisions. To find out more visit [www.kingshealthpartners.org/localcarerecord](http://www.kingshealthpartners.org/localcarerecord) Or, if you wish your information not to be shared, call 0207 188 8801.

### **Friends & Family Test Results**

NHS patients are given the opportunity to provide anonymous feedback to the organisation providing their services using the Friends & Family Test. This surgery has been doing this since December 2014. In the test patients are asked if they would recommend the service to their friends or family and are given a choice of answers.



The following is a summary of the results for the period January 16 - December 16. A total of 354 responses were received.

*How likely are you to recommend our GP practice to friends and family if they needed similar care or treatment?*

Extremely likely: 50%  
Likely: 39%  
Neither likely nor unlikely: 6%  
Unlikely: 3%  
Extremely unlikely: 1%  
Don't know: 1%

**~~Top Tip~~**

**Making**

*When attending an appointment at the surgery or*

**Appropriate Use of A & E**

An A & E Department (also known as Casualty) deals with genuine life-threatening emergencies such as

- Loss of consciousness
- Acute confused state and fits that are not stopping
- Persistent, severe chest pain
- Breathing difficulties
- Severe bleeding that cannot be stopped
- Severe allergic reactions
- Severe burns or scalds