

Lonsdale Medical Centre Newsletter

Reception Opening Hours

The phone line is closed between 1.15 and 2.15pm for administrative purposes

Monday:	8.15 am to 6.15 pm	Thursday:	8.15 am to 6.15 pm
Tuesday:	8.15 am to 6.15 pm	Friday:	8.15 am to 6.15 pm
Wednesday:	8.15 am to 6.15 pm	Saturday & Sunday:	Closed

Patient Participation Group (PPG) News

Message from the Chair:

In the first week of June we participated in PPG 'Patient Awareness Week', a national event. On August 8th we held a very successful A.G.M at the Camden Centre which was addressed by representatives from the Alzheimer's Society and Carers First, as well as our own Dr Capone, on issues related to Alzheimer's and Dementia services. We will be sending out our Annual Survey questionnaire fairly soon but before that we will be distributing a shorter one-off questionnaire for carers. We now have an e-mail base of about 600 which Ann Lee (patient services manager) can use to contact patients about the PPG. This certainly helped towards the success of the A.G.M. and will be used to send out future questionnaires. We are hoping to organise another talk (at the Camden Centre or elsewhere) later this year, most likely on diabetes. Remember the PPG is a two-way channel. If you have any suggestions for future PPG activities or issues you wish to raise about the health services in general (not just at our practice) then do contact me direct on gdrichards1941@yahoo.co.uk or via Ann Lee at the surgery. Graham Richards, Chair.

If you would like to be registered on the surgery's Patient Participation Group (PPG) database and receive newsletters as well as other news and information via e-mail, please fill in your details on the back of this newsletter.

General Surgery News and Updates

Training for GPs and Staff

The surgery has a fixed number of days for staff and GP training. These dates are published well in advance and future training dates are:

Thursday, 26 September 2013

Wednesday, 23 October 2013

Thursday, 13 February 2014

Wednesday, 12 March 2014

On these dates the surgery will generally be closed from 1pm to 4.30pm. Patients who urgently need to see a doctor during that time are asked to call the 111 service. Midwife clinics are not affected.

Missed Appointments

We would like to ask for everyone's help with this. Often patients make appointments and for whatever reason, they do not attend the surgery or cancel their appointments. This means that a patient who really needs an appointment may not be able to get one. Please can we ask everyone to be aware of this and to cancel any appointment you can't attend.

Private Services

Patients are advised that the surgery also offers a number of private services. These services are charged for as they are not NHS and include some travel vaccinations; completion of forms for insurance or solicitors; and writing private letters. We accept payment in advance in the form of cash or cheque. However, we should point out that our priority remains our NHS work.

Online Appointment Booking & Cancellation & Repeat Prescription Services

Patients can now book and cancel appointments as well as request repeat prescriptions on-line.

First you will have to contact the surgery to collect the relevant paperwork which gives you a dedicated Pin number and all other relevant information to allow you to register and use the Internet Patient Access Facility. Once you have this information, please go to the 'Online Services' section of the website to register for the above services.

If you do make an appointment online and are unable to attend, you can also cancel it online..

Flu Vaccinations

These will be available from early October. Flu clinics dates will be published shortly. If you are over 65yrs you should also have pneumococcal vaccination. A shingles vaccination will be available from September for 70yr olds, please ask for more details at the surgery.

Child Vaccinations

From July of this year a new rotavirus vaccination was added to child immunisations. Two are given: one at two months old and another at three months. For a full child vaccination programme please visit our website.

Electronic Prescribing Service (EPS)

If you would like to use the EPS facility you will need to let the receptionist know the name of your nominated pharmacy. Your prescription can be sent to the pharmacy of your choice making it easier for you to pick up. By using EPS your prescription will be sent electronically to your chosen chemist.

Dial 2 Drive

Are you aware of this service? Do you know what it is about and could you use their help?

There is a team of volunteer drivers, using their own cars to take less mobile and older people to medical and social appointments, day centres, lunch clubs and much more. Subject to volunteer availability, drivers can be booked for weekdays, weekends, evenings and bank holidays.

Or, do you have a car, some spare time (whether twice a week or even once a month), and would like to become a volunteer? Your contribution, however small, would help people to remain independent.

You can join the team call 01892 553123 (Mon-Fri 9.30am-12.30pm) or e-mail: driving@vawk.org.uk

Health and Social Care Coordinator (HSCC) – Kay Trevillian

Lonsdale Medical Centre has a Health and Social Care Coordinator (HSCC) called Kay Trevillian. With the increasing pressure to meet the needs of an ageing population, it has become clear that a new more streamlined way of working needs to be found. By integrating health and social care services, a better service to the public can be provided as well as reducing duplication of effort in a cost efficient way.

The role of the Health and Social Care Coordinator is based around GP clusters and provides a point of contact to a range of health and social care services. This is a new and evolving role which will adapt in line with the needs of patients.

Kay Trevillian visits the surgery and liaises with the NHS and Social Services to put people in touch with the services and resources which are available locally.

If you think the Health and Social Care Coordinator may be able to assist you, please speak to your GP by making a telephone appointment: 01893 530329.

Clinician Availability

Clinician		Mon	Tues	Wed	Thurs	Fri
Dr Buckland	AM	✓	✓			
	PM	✓			✓	
Dr Stewart	AM	✓		✓		
	PM	✓	✓	✓		
Dr Capone	AM	✓		✓		✓
	PM	✓		✓		✓
Dr Phillips	AM	✓	✓		✓	
	PM	✓	✓		✓	
Dr Corney	AM			✓	✓	✓
	PM			✓	✓	✓
Dr Ravi Jumnoodo	AM		✓			
	PM		✓			
Nurse Practitioner	AM	✓				✓
	PM					
Practice Nurse	AM	✓	✓	✓	✓	✓
	PM	✓	✓	✓	✓	✓
Healthcare Assistant	AM		✓	✓	✓	✓
	PM					
Phlebotomist	AM		✓		✓	
	PM					
Midwife	AM					
	PM			✓	✓	

The above listing is subject to change depending on clinician & bank holidays. Tuesdays - Dr Buckland and Dr Stewart alternate AM and PM sessions.

PPG – I/We would like to be registered on the **Patient Participation Group** database to receive Newsletters, updates and other information direct.

Name: _____ Telephone: _____

Address: _____ Mobile: _____

Postcode: _____ Email: _____

Please return to the Ann Lee at the surgery or email details to gdrichards1941@yahoo.co.uk