

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

## Patient Participation Group (PPG)

Gerald Plastow, Chair of the Lonsdale Medical Centre PPG recently resigned. The surgery would like to thank Gerald for his dedication and hard work over the last year. Graham Richards has been elected as the new Chair. The minutes of the PPG meetings can be found on our website.

The aims and objectives of the PPG are to:

- encourage patients of the practice to take a more active interest in their own healthcare
- listen to the voices of those who are seldom heard
- organise health promotion events
- fundraise to help buy equipment for the surgery
- liaise with the national patient body
- work with the new local Clinical Commissioning Group (CCG) and other NHS bodies to the benefit of our patients

## Message from the Chair

### Changes to the Way the NHS Works

On 1 April 2013, the NHS changed the way it works. Primary Care Trusts were replaced by Clinical Commissioning Groups (CCGs) which will be responsible for deciding how and where the local NHS budget is spent. We come under the West Kent CCG, chaired by Dr Bob Bowes. The CCG Board is comprised mainly of local GPs (our own Dr Bruno Capone being one of them), plus two lay members and a few other health professionals. This may sound like a boring administrative detail but is actually quite significant for us at PPG level. There is a clear feeling that PPGs should have an, albeit modest, input into the policy-making process regarding expenditure priorities. As far as I can ascertain this would be done via the local Health and Wellbeing Board (HWB). This body, which covers the same area as the West Kent CCG, has a complex membership including a GP and a CCG member. The HWB, while not responsible for expenditure decisions, plays an important role in setting the CCG's agenda, but their respective roles are too complex to detail in full here. There is however a strong feeling that PPGs should also be represented. For the moment it is unclear how the changes will affect us all going forward.

What I am hoping, as Chair, is that we can establish a co-operative relationship with the other Tunbridge Wells PPGs with a view to exploring how we further develop our connections with the local HWB and exercise some collective input into decision making on matters which, in the end, affect all of us. This can only succeed of course if ordinary patients become involved in PPGs and let their opinions be known regarding health services which they feel should receive more funding.

### PPG Awareness Week

A second area of potential co-operation is the PPG Awareness Week of 3<sup>rd</sup>-8<sup>th</sup> June. Some of the other PPGs already have some plans in progress, one being a stall at Five Ways, the other being a suggestion of getting schools involved. Our next PPG Meeting is at the surgery at 7pm 23<sup>rd</sup> May and I should have a better picture of the situation by then. Graham Richards, Chair.

If you wish to contact me directly please do so at [gdrichards1941@yahoo.co.uk](mailto:gdrichards1941@yahoo.co.uk) or via Lonsdale's Patient Services Manager Ann Lee at [ann.lee4@nhs.net](mailto:ann.lee4@nhs.net) including 'attn PPG Chair' in the subject line-Ann can then forward to me immediately.

## Online Appointment Booking & Repeat Prescription Requests

Patients can now book appointments and request repeat prescription on-line. Please go to the 'Online Services' section of the website to register for the above services.

You will have to contact the surgery to collect the relevant paperwork to allow you to register.

## E-mail Prescription Requests

Repeat prescriptions can be ordered by e-mail. Please send your request to:

[lonsdale.medical@nhs.net](mailto:lonsdale.medical@nhs.net) and make sure you put your full name, date of birth, and the exact dosage of any medication. This service is for repeat prescriptions only. Please do not use it for any other reason as your email may not be dealt with. Please allow 48 hours for your prescription to be issued.



**when it's less  
urgent than 999**

**NHS 111** is a new service that has been introduced for patients to access local NHS healthcare services. You can call 111 when you need medical help fast but it's not for 999 emergencies. Calls are free from landlines and mobile phones.

**When to use it**

You should use the NHS 111 service if you urgently need medical help or advice but it's not a life-threatening situation. Call 111 if:

- you need medical help fast but it's not a 999 emergency
- you think you need to go to **A&E** or need another NHS urgent care service
- you don't know who to call or you don't have a GP to call
- you need health information or reassurance about what to do next

**Please still call the surgery for minor injuries or illness during surgery opening hours**

**Patient Check-in Touch-screen in the  
Waiting Room**

There is a new touch-screen installed in the waiting room for patients to check in for appointments. No need to wait in reception. The new touch-screen is just inside the door of the waiting room. Once checked in, the doctor or nurse will be able to see that you have arrived.

Instructions

1. Press 'start'
2. Select language if not English by pressing on flag
3. Click on the appropriate 'gender' button
4. Enter the month of your birth
5. Enter your day of your birth

The screen will acknowledge your arrival and confirm which clinician you are booked in to see.

**Mobile Telephone Numbers  
and  
E-mail Addresses**

**Mobile Phones:** It would be very helpful if patients could please let reception know current mobile telephone numbers. This will enable the surgery to text patient reminders for future appointments.

**IF YOU CHANGE YOUR TELEPHONE NUMBER  
PLEASE INFORM RECEPTION!**

**E-mailAddresses:** We would like to ask all patients with e-mail addresses to pass this information to the surgery as an alternate way of making contact and to allow us to keep you up to date with changes.

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