

Lonsdale Medical Centre Newsletter

www.lonsdalemedicalcentre-nhs.co.uk

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

Minding Mental Health

Supporting Mental Health and Distress in Tunbridge Wells

Your PPG, in conjunction with the surgery, has organised three short talks on the work of the Samaritans, Crossways and Primary Care Psychological Therapies.

Thursday, 13 March at 7.15pm

at the

Christian Fellowship

Hanover Road, Tunbridge Wells

(behind Tesco Metro in Grosvenor Road, central Tunbridge Wells)

All Welcome – Admission Free – Please come!

Patient Participation Group (PPG) News

Message from the Chair:

Our first public event of 2014 will be a meeting called 'Minding Mental Health' to be held on Thursday, March 13th in the Christian Fellowship Centre, Hanover Road (above Tesco's), 7.15 – 9.15 p.m.. Our speakers will be John Lee from Crossways, Penny Lawne from the Samaritans and Natasha Mikula from Psychological Services. Each will give a short talk on the work of their organisations in Tunbridge Wells in relation to different aspects of Mental Health. This is of course a topic of immense importance given the huge proportion of people suffering mental health problems at some time in their lives. While much of the stigma once attached to the idea of 'Mental Illness' has gone, it still has not been fully replaced by genuine openness and willingness to discuss it. This meeting will provide an opportunity for learning more and airing issues in an unthreatening context. We are looking forward to a large turn-out – and admission is of course free. If you have any questions about the meeting of the PPG generally, please contact me on gdrichards1941@yahoo.co.uk. 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.***

Surgery News, Information and Updates

Missed Appointments!!

The Practice Manager has informed us that there is still an issue with patients booking appointments and then not attending. Please let the surgery know if you cannot attend so the appointment can be offered up. There are three ways to cancel an appointment; by phone, in person or using the online appointments booking service (allowing 24 hours for online cancellations). On average we lose approximately the following number of hours due to lost appointments:

Doctors – 12-14 hours per month

Nurses – 16-18 hours per month

Lonsdale Medical Centre Training afternoons

We will be closed in the afternoon from 1.00 pm for staff and GP training on:

Wednesday, 12 March

If you need to consult **urgently with a Doctor** please:

- Call the surgery, listen to the answer phone message, or
- Phone 111

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. You submit your prescription request at the appropriate time and your prescription will be sent electronically to the pharmacy of your choice and may pick up your medication from that pharmacy two days later.

By using this service there will be no loss of prescriptions or any need for you to collect your prescription and take to a pharmacy.

If you work in another town and it is more convenient for you to pick up your medication there, you may nominate any pharmacy as long as it is signed up to this service.

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 booked online and are unable to attend, you can cancel it in the same way.

ANY SUGGESTIONS??

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 Jumnoodoo	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