

Lonsdale Medical Centre Newsletter

www.lonsdalemedicalcentre-kent.nhs.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 Services.

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 at the Christian Fellowship Centre, Hanover Road (above Tesco's), 7.15 – 9.15 pm. Our speakers will be John Neel from Crossways, Penny Lawne from the Samaritans and Natasha Mikula from Primary Care 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 issues 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 environment. We are looking forward to a large turn-out – and admission is free. If you have any questions about the meeting or 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

More questions about care.data?

Care.data extraction has now been postponed until the autumn.

There is now a dedicated patient information line:

0300 456 3531

This line is open Monday to Friday, 8am to 8pm and on Saturdays from 9am to 3pm. A text phone service is also available on **0208 742 8620**

Lonsdale Medical Centre Training afternoons

The surgery 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)

The surgery is now using EPS. Please let reception know the name of your nominated pharmacy. Please submit your prescription request in the usual way. Your repeat prescriptions will be sent electronically to the pharmacy of your choice and ready for collection within 48 hours.

EPS is a safer more efficient way for the pharmacy to receive your prescription and saves the need to visit the surgery to collect your paper prescription.

Patients can nominate another pharmacy outside of Tunbridge Wells if that particular pharmacy has enrolled in this service making it more convenient for collection, for example a pharmacy near your workplace.

Online Appointment Booking & Cancellation & Repeat Prescription Services

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

First please visit the surgery with proof of ID to collect the relevant paperwork which provides a dedicated Pin number and relevant information to allow you to register and use the Patient Access Facility on the surgery's website. Once you have this information, please go to the 'Online Services' section of the website to register for the above services.

If you do book an appointment online and are unable to attend, you can cancel it in the same way.

Fundraising for Essential Equipment

The surgery is trying to raise funds to buy FEV1 meters for COPD screening. They are used for those who suffer asthma or Chronic Obstructive Pulmonary Disease (COPD) and this is a very efficient way of checking lung age of patients. It offers greater accuracy than mechanical peak flow meters. It would be useful for every doctor at the surgery to have one. The surgery needs 2 more at a cost of £60 each.

Patients can leave money at reception, or cheques made payable to Lonsdale Medical Centre which will be deposited into the equipment fund account.

Please help if you can – all donations however great or small are gratefully accepted!

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 monthly.

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

Name: _____ Telephone: _____

Address: _____ Mobile: _____

Postcode: _____ Email: _____

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

