

## Lonsdale Medical Centre Newsletter

[www.lonsdalemedicalcentre-kent.nhs.uk](http://www.lonsdalemedicalcentre-kent.nhs.uk)

Please log on to our website to find out the most recent practice news, changes and updates.  
Did you know you can make and cancel appointments online and much more!

### DIABETES TALK & AGM – ALL WELCOME!!

Wednesday 15<sup>th</sup> October at 7.15pm

At the Christian Fellowship hall, Hanover Road (behind Tesco Metro) Tunbridge Wells  
Guest speakers include Steve Strutt from Diabetes UK; Dr Leela & Nurse Julie McGowan from Lonsdale Medical Centre

### Surgery Changes and Updates



#### Dr Alison Stewart Retires

Dr Alison Stewart is retiring after more than 33 years in General Practice and 38 years as a doctor. Other than six months maternity leave she has worked without a break, although not always full time. She is proud of the fact that she has enjoyed good health and never had a day's sick leave for an acute illness. She moved to Tunbridge Wells from Solihull in 1997 and started working with Tony almost immediately. She has been extremely happy working with Tony Buckland and together they worked to enable the move from the Hill House practice to the Lonsdale Medical Centre in 1999. They have been proud to watch the practice expand from a team of seven to a happy team of 21. Alison has decided it's now a good time for her to concentrate on cycling, running, tennis and learning to play golf. In quieter moments she hopes to refresh her knowledge of French, spend more time travelling and being with her family. She will miss her patients and the staff at

Lonsdale Medical Centre and is grateful for all their support over the years, but is looking forward a more relaxed lifestyle. We all wish her well for the future and a very happy retirement. She will be missed by both patients and colleagues!

#### New appointment - Dr Leela Thangavelu

We are delighted to announce that Dr Leela will be joining the practice as a partner from 1st October once Dr Stewart retires. She originally qualified at Bangalore University, India in 2000, then completed a post graduate degree at Birmingham University and has been involved in teaching at undergraduate and postgraduate levels. Dr Leela is a resident of Tunbridge Wells and is currently working as a GP in Bexleyheath. She has worked at Lonsdale Medical Centre in the past as a locum and may be remembered by some patients. She will be the practice's Diabetes lead and has a special interest in family planning and in teaching and learning. Apart from being fluent in English, Dr Leela is also fluent in Tamil, Hindi, Kannada and Telugu. She enjoys cooking and painting and is currently learning to play the piano.



#### Dr Tony Buckland

From October Tony Buckland will no longer have a surgery list and will not be available for routine GP appointments as he will be concentrating on minor skin surgery clinics at the practice. He says he has had an interesting, challenging and fantastic 34 plus years at the surgery and estimates that in his time he has carried out approximately 150,000 consultations. He said he feels it has been a privilege to be involved with so many patients over such a long period.

#### New Appointment – Dr Elle Shiraz

Dr Elle Shiraz is moving to Tunbridge Wells having completed her training in the West Midlands. She is dedicated and hard-working and looks forward to joining the practice as a partner. Elle will be primarily look after Dr Buckland's patients as he concentrates on minor skin surgery. We are very pleased to welcome Dr Shiraz to Lonsdale Medical Centre.



## Dr Dan Cromb – Foundation Year Two

Lonsdale is accredited as a Training Practice and Dr Cromb, a qualified doctor, has joined the practice for a four month placement. Dr Cromb will be guided and supervised by Dr Phillips or one of the other partners from August to November 2014. It is important for foundation doctors to see a wide variety of problems during their GP practice rotation

### Missed Appointments!!

Missed appointments continue to be a considerable problem for the surgery. If you cannot attend your appointment, please let us know. All too often we are turning away patients due to lack of appointment availability. If you let us know you are unable to attend an appointment we can offer that valuable time to someone who may desperately need it.

### Lonsdale Medical Centre Training afternoons

We will be closed in the afternoon from 1.00 pm for staff and GP training on: **16 September**

If you need to consult **urgently with a Doctor** please: Call the surgery, listen to the answer phone message, or Phone 111

## Carers FIRST

A carer is someone of any age who provides unpaid support to family or friends who could not manage without this help. This could be caring for a relative, partner or friend who is ill, frail, disabled or has mental health or substance misuse problems. Carers may even be juggling paid work with their unpaid caring responsibilities at home. If you are a carer, your local Carers' Centre may be able to help make things easier for you. Each centre delivers a wide range of local support services to meet the needs of carers in its community. These range from support services catered to the carer, the needs of the person you care for and the services your council may provide. Carers have different needs and the centres can assist you in information regarding health issues, entitlements, mobility, grants for holidays, equipment and support.

Services include: Information, advice and guidance - One to one support - Access to statutory carers assessments where eligible - Access - Kent Carers Emergency Card - Social activities, trips and events - Support groups - Financial and benefits advice - Carer surgeries in various venues including Gateways, community centres and GPs practices - Access to short breaks.

**For more information please call: 0300 303 1555 or [info@carersfirst.org.uk](mailto:info@carersfirst.org.uk)**

### Over 75??

If you are over 75 years old, you will have received a letter informing you of your named GP together with some forms to complete and return to the surgery to enable your doctor to tailor your medical needs. Any patient that would prefer a particular GP needs to put this in writing for the doctors to consider.

### Patients at greater risk of emergency hospital admission

The NHS has introduced a new service for patients who are at greater risk of emergency hospital admission and who may benefit from a more tailored, active support from the GP surgery. These patients have received a letter from the surgery explaining how personal care planning could help improve health and wellbeing.

## Pharmacy First -West Kent -Common Ailments Scheme

Many pharmacies in West Kent are taking part in the Common Ailments Scheme which is available to all patients who are exempt from prescription charges (with the exception of pre-payment certificate holders). If not, you can still obtain the same advice free of charge but will need to pay for your medicines. Simply walk in to a pharmacy and ask for advice; you do not need to make an appointment. You can ask at your GP surgery which pharmacies near you are offering this service. At the time of going to print, pharmacies offering this service are Imperial, Hollis and Greggs Wood, but others in the Tunbridge Wells area will in due course offer this service. Pharmacy staff will be able to make a diagnosis and offer you advice and treatment. The pharmacist may decide that you need to see a doctor and refer you to your GP, without giving you any medicine.

### Common ailments treated under this scheme:

Cold sores	Conjunctivitis	Constipation
Cough	Cystitis	Diarrhoea
Earache	Fever	Headache
Hay fever	Indigestion	Insect bites/stings
Mild eczema/dry skin	Nasal congestion	Sore throat
Sprains/strains	Vaginal thrush	

The Pharmacy First Scheme is offered as an alternative for patients to access healthcare for common ailments, quickly and conveniently. The service may offer an alternative to those seeking treatment via a prescription from their GP or out of hours (OOH) provider, or accident and emergency department.

**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](mailto:gdrichards1941@yahoo.co.uk)