



Lonsdale Medical Centre Christmas Newsletter

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?

Festive Season Opening Hours

Monday, 22 December	Open normal hours
Tuesday, 23 December	Open normal hours
Wednesday, 24 December (Christmas Eve)	Doors close at 2pm (GP available for emergencies only)
Thursday, 25 December (Christmas Day)	CLOSED
Friday, 26 December (Boxing Day)	CLOSED
Monday, 29 December	Open normal hours
Tuesday, 30 December	Open normal hours
Wednesday, 31 December (New Year's Eve)	Doors close at 4pm (GP available for emergencies only)
Thursday, 1 January (New Year's Day)	CLOSED
Friday, 2 January	Open normal hours



Message from Graham Richards, PPG Chair

Our most recent public event of 2014 was a meeting on Diabetes held on October 15th. Our speakers were Steve and Judith Strutt from Diabetes UK and, from our own practice, Dr Leela Thangavelu and Nurse Julie McGowan, each of whom has a special interest in diabetes. This was extremely informative for those who knew little about diabetes and of immediate practical help to several attendees with the condition. The PPG has also been involved with helping implement the new Families and Friends Test and drafting a new information leaflet. Polish-speaking patients may like to note that we now have a Polish-speaking member on the committee, Dorota Debbache. Please e-mail me if you wish to contact her. We are currently looking to recruit a 'carer' to the PPG to represent this growing group of patients. My e-mail for anyone who may be interested in joining our PPG or for all PPG business is gdrichards1941@yahoo.co.uk. May I take this opportunity to wish everyone a Happy Holiday Season.

CQC (Care Quality Commission)

You may have read in the news recently about the CQC's latest research results. The CQC is the independent regulator of Health and Social Care and has visited surgeries across the UK to produce feedback on GP practices. If you would like to know more about how Lonsdale Medical Centre fared in this research you can follow the link below for more information. You can find the GP surgeries in your locality by entering your postcode and find out more about the practices.

<http://www.cqc.org.uk/content/our-intelligent-monitoring-gp-practices>

Flu Vaccinations

We have now had our weekend flu clinics but if you have not had your annual vaccination please ring the surgery to book an appointment.

Friends & Family Test

The Friends and Family Test (FFT) is a feedback tool that supports the principle that people who use NHS services should have the opportunity to provide feedback on their experience. It asks patients if they would recommend the services of the surgery they have used, which is used to highlight both good and poor patient experience and help future patient choice. From 1 December the FFT form will be available at Lonsdale Medical Centre and we invite all our patients visiting the surgery to complete this; and it can be found in the downstairs hall, opposite the blood pressure machine and on the website www.lonsdalemedicalcentre-kent.nhs.uk. This feedback will be used to stimulate local improvement and empower staff to carry out the sorts of changes that make a real difference to patients and their care. **The results of the FFT will be published at monthly intervals on both NHS England and NHS Choices websites.**

Staff Changes

Dr Stewart has now retired and we have two new doctors at Lonsdale Medical Centre – Dr Leela Thangavelu and Dr Elle Shiraz:

Clinician Availability						
Clinician		Mon	Tues	Wed	Thurs	Fri
Dr Buckland	AM				Minor surgery	
	PM	Minor surgery				
Dr Thangavelu	AM		✓		✓	✓
	PM		✓		✓	✓
Dr Capone	AM	✓		✓		✓
	PM	✓				✓
Dr Phillips	AM	✓	✓		✓	
	PM	✓	✓		✓	
Dr Corney	AM			✓	✓	✓
	PM			✓		✓
Dr Shiraz	AM	✓	✓	✓		
	PM	✓	✓	✓		
Nurse Practitioner	AM	✓				✓
Practice Nurse	AM	✓	✓	✓	✓	✓
	PM	✓	✓	✓	✓	✓
Phlebotomist	AM		✓		✓	✓
Midwife	PM			✓	✓	

Extended hours surgeries are Tuesday AM, Wednesday AM & PM and Thursday PM.

Surgery Closures

Our local Clinical Commissioning Group has arranged surgery closure to enable staff training. The surgery will be closed from 1.00 to 6.30 pm on the following dates:

Thursday, 5th February 2015

Tuesday, 17th March 2015

Thank you for your understanding and apologies for any inconvenience.

Save Money On Your Prescriptions

In April this year prescription charges increased to £8.05 per item. Patients who have regular repeat prescriptions and or have a lot of medications prescribed in the course of a year could save money by applying for a Prescription Prepayment Certificate (PPC).

If more than 14 items are required in year then a 12 month PPC is cost effective. There is no limit to the number of items during the 12 month validity of a PPC which currently costs £104 and is payable in 10 monthly direct debit instalments. There is also a 3 month PPC costing £29.10 which will save money if 4 or more items are prescribed in three months.

A Prescription Prepayment Certificate can be ordered online at <http://www.nhsbsa.nhs.uk/1127.aspx> or by phoning 0845 850 0030

Useful Telephone Numbers

We have a list of useful telephone numbers available at the surgery and they are also posted on our website which can be found by clicking on “Useful Telephone Numbers” at the bottom of the left hand menu column on the home page.

LEAP (Learn Eat and Play) Programme for Children

The LEAP programme is co-ordinated and delivered by the health team at Tunbridge Wells Borough Council; and has been designed to help children to achieve and maintain a healthy weight. It welcomes families with a child who has either been identified as having an unhealthy weight or eating habits.

The aim of the programme is to support parents in helping their children to lead a healthier lifestyle.

It involves family cooking classes, nutrition workshops and fun games and activities.

Other Information

The programme is run at different schools across Tunbridge Wells. Contact the programme co-ordinator for more details. The programme runs for 10 weeks at £8 per family and is aimed at children of primary school age and their siblings

Contact: Sarah Watkins

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Email: health@tunbridgewells.gov.uk

Website: <http://leapkent.org.uk/>