

Lonsdale Medical Centre Newsletter

www.lonsdalemedicalcentre-kent.nhs.uk

We have a new and updated website! Please log on to find out the most recent practice news, changes and updates. Did you know that among other things you can make and cancel appointments and much more!

Would like to join the Lonsdale Medical Centre Patient Participation Group (PPG)?

The surgery has an active PPG which was formed in 2009. It is an independent body which acts as an interface between the patients and the Practice. In addition to its patient members, usually one GP Partner and the Patient Service Manager form part of the group.

The aims of the PPG are to:

- Assist the practice to serve its community as effectively as possible
- Encourage a greater commitment to community health
- Have an increased awareness to patients' needs
- Increase patient knowledge of local services
- Improve patient experience

Joining the PPG

The PPG is drawn from across our patient list and we welcome and encourage new members. If you are interested in joining the PPG, please ask at the surgery and leave your contact details or e-mail gdrichards.1941@yahoo.co.uk. The PPG committee communicates with patients via the website, the newsletter and the information screen and notice board in the waiting room. Should you have any comments or issues which you would like the PPG to consider, please use the e-mail above.

PPG AWARENESS WEEK – JUNE 1 – 6

***We plan to hold a fun social event in the surgery car park during PPG Awareness week.
Please look out for more information. All welcome. Please come and join us!!***

NHS Summary Care Record (SCR)

The NHS in England is now using an electronic record called the summary Care Record (SCR), which is being used to support patient care.

Your SCR contains important, key information about any medicines you are taking, allergies you suffer from and any bad reactions to medicines that you have previously experienced.

Only authorised healthcare staff will have access to this information and it will improve decision making by doctors and other healthcare professionals and will help prevent mistakes being made if you are being cared for in an emergency or when the practice is closed.

Your SCR includes your name, address, date of birth and your unique NHS number to help identify you correctly. You may wish to add other details about your care to your Summary Care Record but this can only happen if both you and your GP agree to do this and you should discuss your wishes with your GP.

A SCR will automatically be created for you but you have the right to opt out and you can do this by letting the practice know and filling out an opt-out form.

For more information about Summary Care Records you can either: talk to the staff at the practice; visit www.nhscarerecords.nhs.uk; or phone the Health and Social Care Information Centre on 0300 303 5679.

Missed Appointments

Missed appointments continue to be a serious problem for the surgery. If you are unable to attend your appointment whether it is with the nurse or a doctor, please let us know! We frequently have to turn 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.

Text Reminders for Appointments

The surgery has started sending patients text confirmations of their appointments once they have been made. Patients will then receive a reminder approximately 48 hours before their appointment.

If you have not already done so, please let the surgery have your mobile telephone number to allow us to include you in this valuable service.

Prescriptions Online

If you require REPEAT PRESCRIPTIONS we would like to encourage you to do so online via our website. It will save you time visiting the surgery and your prescription will be ready for you at the pharmacy of your choice).

All you need to do is press the button [Request your Repeat Medication Online](#) on the Home page of our website.

Save Money On Prescriptions

Prescription charges are currently £8.05 per item and are set to be increased again. 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 would save money. 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/asp> or by phoning 0845 850 0030

Weight Loss

Do you need to lose weight and require help with your weight loss effort? You can get help with this by making an appointment with the practice Nurse. West Kent NHS is also offering a free weight loss programme. Help and advice is available from qualified and experienced professionals at various venues in the Tunbridge Wells area. The groups all run for 10 weeks and details and locations are as follows:

Showfields Library, Showfields Rd, Tunbridge Wells TN2 5PR	Mondays, 10 – 11.30 AM from 20 April 2015
Gateway, 8 Grosvenor Road, Tunbridge Wells TN1 2AB	Tuesdays, 1 – 2 PM from 21 April 2015
Goudhurst Village Hall, The Plain, Goudhurst TN17 1AE	Wednesdays, 1 – 2.30 PM from 22 April 2015

Booking is essential. If you have a BMI of 28 or more contact the Health Team today on 01892 554201 or e-mail health@tunbridgewells.gov.uk.

Useful Telephone Numbers

We would like to remind patients that we have a list of useful telephone numbers available at the surgery. These numbers are also posted on our website.

Staff Training Afternoons

The surgery will be closed on **14 May** in the afternoon from 1.00 pm for staff and GP training.

If you need to consult **urgently with a Doctor** please call the surgery and listen to the answer phone message, or alternatively Phone 111.

Anxious? Stressed? Depressed? Find out how to use the self-referral service to Psychological Services

If you need help you may want to consider talking to a therapist.

If you are anxious, stressed or depressed, you can now refer yourself to PsychologyOnline, a new service provided by NHS West Kent.

You have to be registered with a GP in West Kent (or you can ask your GP for a referral) and you must be aged 18 or over.

The service provides secure and confidential therapy and is free for NHS patients in West Kent. Some advantages are:

- No waiting list
- Therapy wherever you are
- Evening and weekend appointments available

Self-referral

Go to www.psychologyonline.co.uk/westkent

OR

Phone 01954 230066

They will require some registration details from you including details about your GP (including postcode). Self-referring allows you to access the service promptly and easily without the need to visit your GP.

GP referral

If you prefer, you can visit your GP and ask for a referral to PsychologyOnline via their patient management system DORIS.

As soon as your referral has been received you will be sent details on how to get started. You will be contacted by your therapist to arrange your first appointment at your convenience.

For further information or questions either:

Call 01954 230066

OR

Send an e-mail to: info@psychologyonline.co.uk