

Lonsdale Medical Centre Newsletter – Christmas 2017



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 that you can also make and cancel appointments online and much more!

Surgery Opening Hours Over the Christmas Period



Friday 22nd December - NORMAL SURGERY HOURS
Monday 25th December - CLOSED
Tuesday 26th December - CLOSED
Wednesday 27th December - NORMAL SURGERY HOURS
Thursday 28th December - NORMAL SURGERY HOURS
Friday 29th December - NORMAL SURGERY HOURS
Monday 1st January – CLOSED
Tuesday 2nd January – NORMAL SURGERY HOURS

Christmas Raffle



This year the surgery has wonderful Christmas Raffle prizes, including: *A Christmas Hamper, A Personal Photo Shoot including Prints donated by a reception staff member, Tickets to Trinity Arts Theatre, Voucher donated by Soprano's, Two Bottles of Wine donated by The Barn Restaurant and more.* Tickets are available at Reception and cost only £1 each. The raffle will be drawn on 18 December and the winners will all be notified before Christmas. All proceeds will go to our current fundraising project to buy a 24 Hour Ambulatory Blood Pressure Wrist Monitor which costs approximately £1,900. Alternatively if you would like to contribute separately to the purchase of this piece of equipment then please leave your donation at Reception.

Surgery News



Dr Elle Shiraz is currently on maternity leave. In her absence she will be replaced by a locum, **Dr Owen Van Gijn** who is working at the surgery on Mondays and Tuesdays.

We are delighted to announce that **Alison Ronayne** will be joining our team as practice secretary starting January 2018.

Do you have an E-mail address?

The surgery would like to use e-mail as a method of contacting patients as it is more cost effective and efficient. If you have an e-mail address and are happy to be contacted in this way, please let us have your e-mail contact details.



Flu Jabs – It's not too late!

Did you miss this year's flu clinics? *It isn't too late to get a flu jab if you are eligible.* Just call the surgery before the end of December to make an appointment with a nurse. In case you are concerned, the vaccination cannot give you flu and has a good safety record. We are all susceptible to becoming infected even if we are in good health and eat well. It is possible to become infected with the flu virus without having any symptoms and can still pass it on to others.



Staff Training Days

The surgery will be closed from 1pm to enable staff training on the following dates:

Tuesday 16 January, Wednesday 9 May, and Thursday 13 September. If you need to consult urgently with a Doctor please call the surgery and listen to the answer phone message, or alternatively Phone 111.

Talking Therapies – Thinkaction

If you are suffering from anxiety, stress, depression, post-traumatic stress disorder, panic attacks or OCD then you can self-refer to Thinkaction: www.thinkaction.org.uk and save time in getting the help and support you need. Thinkaction is a talking therapy initiative which is funded by NHS West Kent.

Urgent Eye Problems

If you have an urgent eye problem you can ask your GP to refer you to the Acute Primary Care Ophthalmology Service (APCOS) and you will be seen by a specialist within a couple of days. APCOS is available to anyone registered with a GP in West Kent. It is designed for recently occurring symptoms relating to your eyes or vision, such as:

- Sudden and recent reduction in vision
- Red eye(s) or eyelids
- Pain and/or discomfort in the eyes
- Recent onset or sudden increase in flashes and/or floaters in one or both eyes
- Mild trauma (a scratch to the outer surface of the eye or eyelid)
- Suspected foreign body in the eye
- Recent onset of double vision
- Significant recent discharge from or watering of the eye

However if you are already being monitored by the hospital eye service or your GP for conditions such as cataracts, glaucoma or dry eye, these are not covered by APCOS.



Good Neighbours

Good Neighbours is an award-winning local charity committed to helping older people in need of support, advice and information in the Tunbridge Wells area. They can provide home-visiting volunteers to support and listen or a voice at the end of the phone to provide reassurance.

Assistance can be offered to assist in some of the following ways:

- A volunteer befriender to provide regular company
- Information, advice and advocacy
- Short term support post illness such as shopping
- A companion to support you during medical and other appointments
- Introduction to local groups
- Falls Prevention exercise classes

All their volunteers and staff are fully trained, supervised and police checked through the Disclosure & Barring Service (DBS). The majority of their services are free of charge, however a small mileage charge is made to cover petrol expenses when clients travel anywhere in a volunteer's car.

Contacts: Call: 01892 510200; E-mail: befriending@goodneighbourproject.org.uk; By mail: good neighbours, 12 Upper Grosvenor Road, Tunbridge Wells, TN1 2EP

The Lonsdale Medical Centre would like to wish all its patients a very Merry Christmas and a Healthy and Happy New Year!

