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

Surgery News

Dr Rachel Phillips

Dr Phillips is currently away from the surgery on a few months leave of absence. We have been fortunate enough to secure some very competent and sympathetic locums who will be at the practice covering Dr Phillips' surgeries until she returns.

Dr Elle Shiraz

Dr Shiraz is currently scheduled to be on maternity leave from May and we are in the process of seeking a replacement for her period of absence.

My PPG

The Patient Participation Group (PPG) is a collection of patients at the surgery, who have an interest in the services provided. Patient Participation Groups cross barriers, embrace diversity and work in partnership with the surgery to improve common understanding and help identify new services to meet patients' needs.

- Do you have something to say but don't have time to attend meetings?
- Do you have ideas on how to improve our practice?

If so, why don't you join our PPG forum today? The website is: <http://www.myppg.co.uk/> we have a dedicated section for Lonsdale Medical Centre patients to contribute ideas and suggestions about the practice, so please take a look at the website and join in local discussions.

This is a forum for constructive discussions and NOT complaints or any other business that should be directed to the surgery in the normal manner. The forum is completely free to use for patients and we look forward to hearing from you.

Missed Appointments

We are still experiencing many DNAs (did not attend) monthly, last month nearly 200 patients did not attend for their appointments which is a significant cost to the surgery. ***If you are unable to attend your appointment whether it is with the nurse or a doctor, please let us know!*** We can offer that valuable time to someone who may desperately need it. Please remember that you can cancel your appointment online but you need to obtain your individual log-in details from the surgery first!

If you would like to be sent a text reminder about your appointment, please inform reception and let them have your mobile number. If your number ever changes please remember to let the surgery know.

Do you think you might need Antibiotics? Speak to your Pharmacist first!

If you are suffering with cold and flu symptoms talk to your pharmacist first for advice on what is best for you. ***Did you know that antibiotics will NOT treat cold and flu symptoms and 48% of the population visit their GP expecting antibiotics to treat a cold or flu?*** There is no 'cure' but you can treat the symptoms with some over-the-counter medicines (without prescription) and your pharmacist can advise you on the medicines which are best for you.

You can also help yourself by getting plenty of rest, preferably in bed. Drink plenty of fluids, and try taking Paracetamol or Ibuprofen to reduce your temperature if you have one, and to ease aches and pains. And remember, a cold can often last 1½ weeks!

If you would like more information about how to stay healthy and how to treat yourself better, please go to the following link for more useful information: <http://www.treatyourselfbetter.co.uk/>

Equipment Fundraising

During the flu clinic we raised £350 to go towards buying a new treatment room couch. The practice has matched this amount and we have purchased a new couch for £599. We will continue to raise money for equipment (a Doppler machine - used to detect clots in veins) so all donations are welcome. If you would like to help us, please leave your donation however small with reception. If you prefer to send or leave a cheque, please make it payable to: Lonsdale Medical Centre equipment fund. All donations cash or cheques will automatically be credited to the equipment fund.

Staff Training Afternoons

The surgery will be closed on Thursday, 21st April in the afternoon from 1.15 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.

Text Reminders for your Appointments

Would it help you if we text you with a reminder when you have an upcoming appointment with a GP or a Nurse?

If you would like to take advantage of this helpful service, please inform Reception and let them have your mobile number and we will be happy to text you a reminder.

News from the Nursing Staff

The pneumococcal vaccine protects against pneumococcal infections which can cause pneumonia, meningitis and septicaemia (blood poisoning). Anyone can be affected but some people are at higher risk of serious illness than others. These include babies, children, adults with long term health conditions such as heart or kidney conditions and patients of 65yrs or over. Children are routinely protected by the vaccinations they have in the first year of life. The over 65yr olds may be offered the vaccine at the surgery flu clinics or during routine appointments. Patients with long term conditions may also be offered this vaccine at the flu clinics or opportunistically at their annual health checks if appropriate. If you think you qualify for this vaccination and have not had it, please contact the surgery and ask the receptionist to pass your name to the nurses who will then check your record to see if you need it. Generally one injection lasts for life.

Further information on pneumococcal vaccine is available from the NHS choices website

www.nhs.uk/conditions/vaccinations/pages/pneumococcal-vaccination.aspx

Would you like more information on a particular subject? If you let us know we will be happy to put the information you require or that you feel you and other patients might be interested to learn about in our next Newsletter. Please email Lonsdale.medical@nhs.net or leave suggestions with reception.