

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!

Staff news

Practice Manager: After over 20 years with the practice Kate Harlow our Practice Manager is retiring. She has seen many changes in the NHS over the years and seen the practice grow from just over 2000 patients to nearly 7000. Staff have also increased in numbers and we have a happy team who will be very sad to see Kate go, but would like to wish Kate all the best in her next endeavours. Our new practice manager, Leanne Flux joined us in mid-June. She had most recently been working at the YMCA and we look forward to her bringing her wealth of knowledge of the service industries that she has been part of in the past.

Dr Latha Kestur: We are delighted to announce the recruitment of a new GP partner Dr Latha Kestur who will be joining the practice as a partner at the beginning of June. She has been working in Tunbridge Wells for a number of years and she will make a great addition to our clinical staff.

Care Navigation (signposting)

Lonsdale Medical Centre is introducing care navigation (signposting) in the near future and our reception staff are being trained to do this. Receptionists acting as care navigators can ensure that each patient is directed to the right person or service. Signposting will provide patients with a first point of contact which in turn will direct them to the most appropriate source of help.

Once trained, our reception staff will have access to a directory of information about available services to help them direct patients to the most relevant source of help or advice. This may include services in the community (for example a pharmacist, talking therapies, Age UK etc) as well as within the practice. Going forward, when phoning the practice, patients will be asked some questions to help reception staff with signposting.

This innovation will ultimately relieve pressure on our GPs and make more appropriate use of each team member's skills.

GDPR (General Data Protection Regulation)



At Lonsdale Medical Centre we only ever send you information that we feel is relevant to you. We like to send you our patient newsletter updating you with information about the practice and our services that might interest you. However as of 25th May you will now need to 'opt in' to continue receiving the newsletter as part of the changes that are coming into play with GDPR.

Please respond to this e-mail with a 'Yes' if you would like to continue receiving the newsletter.

Please note: we will continue to send your appointment reminders and any information regarding booked treatment and aftercare information.

Pharmacy First – Minor Ailments Scheme



Are you feeling a bit under the weather? Perhaps you suffer from hay fever, or maybe you are struggling with a persistent cough, cold or headache? These are just some of the minor ailments your pharmacy team can help you with, without having to visit your GP surgery. Imperial, Carrs and Pembury pharmacies are now using this scheme.

The minor ailments scheme is available to anyone who is registered with a GP in West Kent who does **not usually pay for NHS prescriptions**. This includes children. Pharmacists are trained to deal with common minor ailments and you will receive expert advice in the pharmacy without the need to make an appointment with your GP as well as receiving some medications free of charge. Simply walk in to a participating pharmacy and ask for advice stating that you wish to be seen under the Minor Ailments Scheme. You do not need an appointment. Ailments treated under this scheme are: cold sores, conjunctivitis, constipation, coughs, cystitis, diarrhoea, earache, fever, fungal skin infections, headache, head lice, hay fever, indigestion, insect bites/stings, mild eczema/dry skin, nasal congestion, sore throat, sprains/strains, threadworms and vaginal thrush.

If you are not eligible for free NHS prescriptions, you can still obtain advice free of charge but you will need to pay for your medicines.

Measles outbreak

The Health Protection Team in Kent has been notified of the first confirmed measles case in Kent since 2016. Whilst this may be an isolated case the source of infection is unclear it is important to be aware. It is essential that you are fully immunised with two MMRs. If you attend the surgery with a rash be sure to let reception know and do not use the communal waiting room. Suspected cases must be excluded from school, nursery or work for four days after the onset of a rash. Please go to <https://www.gov.uk/government/publications/mmr-for-all-general-leaflet> for more information.

Shingles immunisation programme

A vaccine to prevent shingles, a common, painful skin disease is available on the NHS to certain people in their 70s. The shingles vaccine is given as a single one-off injection. Shingles can be very painful and uncomfortable. Some people are left with pain lasting for years after the initial rash has healed and shingles is fatal for around 1 in 1,000 over-70s who develop it. It's fine to have the shingles vaccine if you've already had shingles. The shingles vaccine works very well in people who have had shingles before and it will boost your immunity against further shingles attacks. You are eligible for the shingles vaccine if you are aged 70 or 78 years old. If you would like to know more about the vaccination please go to <https://www.nhs.uk/conditions/vaccinations/shingles-vaccination/>

Staff Training Days

On 17th July, 13th September, 16th October and 14th November the surgery will be closed in the afternoon for staff training. If you need to see a doctor urgently please ring the surgery number and listen to the answerphone message for guidance.

