

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!

Practice News

New protocol for reception staff

To enable our receptionists to help patients to be seen by the most relevant clinician you may be asked a few questions by them when you ring the surgery. Reception staff are bound by confidentiality rules and only ask questions to ensure that patients are being seen by the appropriate health professional and at the appropriate time. For more information about the relevance of their questions please go to the 'news' section of the website and view the 2017 newsletter.

Staff news

Reception: We welcome another receptionist to the team, Anne. We now have nine reception staff Anne, Colleen, Donna, Joanna, Irena, Irene, Mary, Pam and Yolanda.

Dr Elle Shiraz: We are pleased to announce that Dr Elle Shiraz is returning to the practice following maternity leave this month (June).

Julie McGowan – Advanced Nurse Practitioner : We announced in our last Newsletter that Nurse Julie McGowan, our long-standing, highly competent and experienced Nurse Practitioner, is now a full-time Advanced Nurse Practitioner at the practice from Monday to Friday to see patients with urgent problems who feel they need to be seen 'on the day'. Julie is able to prescribe medication and also make referrals to secondary care. She works closely with the doctors and can ask a doctor's opinion and advice at any time.



Repeat Prescriptions – Important Changes

Patient Ordering Direct service (POD) - Phone 01732 375 262

This system has now been introduced and is up and running. It is a phone ordering service introduced by the Clinical Commissioning Group (CCG) for ordering repeat prescriptions. Patients will no longer be able to order repeat prescriptions direct from the chemist.

This service is available Monday to Friday (excluding Bank Holidays) from 8am to 4 pm (Please note that Monday mornings may be very busy so it may be better to try to call at a different time). You will speak to a trained prescription clerk who can discuss your needs and can ensure that you'll only order medication when you need it – saving the NHS money to spend on other important services. If you leave a message you will be called back.

Why use this new service? You can order repeat prescription medication by making just one phone call. You will speak to a dedicated person who will answer any repeat prescription queries, ask you how you are getting on with your medication and will alert you if a medical review is needed. The POD is staffed by dedicated, experienced and fully trained prescribing clerks and clinical members of the Medicines Optimisation team at the NHS West Kent CCG. They have access to all repeat prescription records and immediate access to your GP practice should the need arise. This is private and confidential and your personal information is secure.

Why is this new service being offered? The (CCG) wants to ensure that patients are receiving the correct quantity of medication that they need at a time. They also hope to reduce the amount of dispensed and wasted prescription medicines. This amounts to millions of pounds each year and this money can be better spent on improving healthcare.

Other ways to request your repeat medication

You can continue to order your repeat medication via Patient Access, the Lonsdale Medical Centre email lonsdale.medical@nhs.net or by dropping into the surgery if you prefer. Please **only order what is needed**. Once ordered (by whatever method you choose) your prescription will be authorised by your usual GP and will then be available from your nominated pharmacy in the time frame normally specified by the practice (please allow 2-3 working days) for collection or delivery. Please note that if you have your prescriptions delivered by your designated pharmacy, this service will continue. It is just the repeat prescription ordering procedure which has changed.

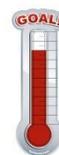


Staff training days

On Thursday 13th July and Tuesday 12th September the surgery will be closed in the afternoon. If patients need to see a doctor urgently they should ring the surgery number and listen to the answerphone message.

Surgery Fundraising

The surgery is fundraising to buy a 24 Hour Ambulatory Blood Pressure Wrist Monitor and costs approximately £1,900. We would be grateful for any donation no matter how small or large to allow us to purchase this vital piece of equipment. If you would like to contribute, please leave your donation at Reception and make cheques payable to: Lonsdale Medical Centre.



Care Quality Commission (CQC) Report

The CQC carried out an announced comprehensive inspection at The Lonsdale Medical Centre Partnership on 18 January 2017. Overall the practice is rated as good. Patients said they were treated with compassion, dignity and respect and they were involved in their care and decisions about their treatment. Many of the comment cards they received from our patients reported an excellent service, friendly helpful staff and good access to appointments. The full report can be found on our website.

Technology Survey Results

A patient survey was issued during November 2016 through to February 2017 and was available in paper form at the surgery and online via 'Survey Monkey'. It was a 'technology' survey as the surgery is interested in determining how much our patients use technology to interact with the surgery and if they would be interested in accessing more information if recommended by the doctors. For this to have an impact the surgery wanted to establish the level of usage of technology by our patients and their preferred choices of websites/media. This will affect the types of information that our patients are given or directed to in the future by our clinical staff. Results of the survey are on the website via the PPG survey tab. We would like to thank all those patients who completed the survey.

Are you at risk of diabetes?

Pre-Diabetes is a condition where blood sugar levels are higher than normal but not high enough to be called Diabetes. It is diagnosed by a blood test. Lifestyle changes can prevent progression to Diabetes. We would like to invite patients who have been recently diagnosed with pre-diabetes to an event run by a specialist diabetes nurse. We are hoping to run this event on a Saturday in September and if you are interested in attending please could you leave your details with reception staff for us to contact you. This presentation will focus on dietary changes, how to read food labels and setting realistic goals for weight loss and lifestyle changes. More information will be posted at the surgery and on the website nearer the time.