

PORTLAND MEDICAL CENTRE NEWSLETTER—NOVEMBER 2014

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STAFF CHANGES

Partners - we are pleased to announce that two of our existing GPs have now become partners: **Dr Iris Rogers and Dr Yusuf Rajbee**. That brings our partnership team to a total of five, which includes Dr Paddy Jackson, Dr Almas Rehman and Vicky Bernard. We are confident that these two additional partners will help us tackle the ever changing challenges of the NHS.

Leavers - regretfully, Dr Oge Ilebone left us at the end of August to return to work in Nigeria. Dr Oge carried out her GP training with us in 2005 and has been with us since that time. She will be greatly missed by both staff and patients.

We are also very sad to see our Practice Nurse, Tracey Leone leave us for a different role. Tracey will be working in the pharmaceutical industry promoting and teaching other practice nurses in the area of family planning

Returners - the good news is that Dr Aruni Gunaratne has returned from her recent maternity leave, and will be working 8 sessions each week. Dr Gunaratne has a special interest in paediatric medicine and in sexual health. Dr Sumana Pasumathy has also come back to us, albeit on a locum basis. Between them they will be filling the gaps left by Dr Oge.

Training Status - we have also had our status as a training practice reinstated and currently have two GP Registrars. Dr Sheetal Vig, working under the supervision of Dr Rehman and very recently, Dr Fauziah Salimullah, supervised by Dr Rajbee. GP Registrars are fully qualified doctors who are training to become GPs. Both are making a significant contribution to our team.



Flu Vaccine Update

Flu clinics are underway. If you are over 65 or suffer from a chronic medical condition and have not yet had your flu vaccine, please book now. Flu vaccines are also available for all children aged 2,3 or 4 years. These are generally administered as nasal sprays.

Admin Team - we also have some additions to our admin/reception team. Sarah Neal, Kayleigh Morrison and Samantha Yaxley all joined us earlier this year and our latest recruit Sharon Bhachu at the beginning of October. Please bear with them while they learn the ropes. There is an awful lot to absorb!

Practice Nurse

We are currently recruiting for a Practice Nurse, which we hope to appoint very soon.

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On-Line Prescription Ordering/ Patient Access

Over 700 passwords have been generated for patients wishing to order repeat medication on-line, although we are not aware of how many have actually registered to use the service. If you wish to participate in this service please ask our reception staff to request a password for you. The next stage in the 'Patient Access' process is to release some appointments for booking on-line, which we plan to do later this year.

Clinical Timetable

After a very difficult start to the year, the changes to the timetable appear to be reasonably successful. Forward booking opportunities have been sacrificed to enable the daily release of on-the-day appointments, 2 days ahead and 2 weeks ahead. The introduction of telephone consultations for on-the-day requests has enabled us to increase the daily capacity. Generally at least 2 GPs will work through a telephone list each day dealing with the urgent requests. They will call patients and where possible deal with their problems over the phone. Where patients need to be examined they will be asked to come in later in the morning. We have also allocated some appointment slots each morning for those who wish to walk in and wait, and those who are not suitable for a telephone consultation. As with most other surgeries in Croydon we accept that capacity will never meet demand, but we will continue to strive to provide the best service we can and to ensure that we meet our patients' needs rather than demands.

Over 75's

You may be aware that it is now an NHS Contractual requirement for all patients over the age of 75 to have a named GP. In order to meet this requirement letters were distributed earlier this year to all patients 75 years and over notifying them of which doctor has been nominated as their named GP.

This GP will be responsible for over-seeing the care of that patient, but does not mean that the named GP will be available for every appointment or visit.



New Telephone System

We now have a new web-based telephone system installed at the practice. This has been planned for some time, but technical issues have caused significant delays. However, we are now up and running and we hope that patients will feel the benefit of this immediately. The system will enable callers to be held in a queue via 'The Cloud' rather than hear the engaged tone. We do still expect heavy traffic early in the mornings, but patients will be able to decide to hold on or to call back later.

Calls across 'The Cloud' are also cheaper than via traditional phone lines, which will benefit both patients and the practice. There are more options for storing and recording messages which will also be easier to change. The practice will also be able to monitor the number and type of calls more accurately.

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Unplanned Admissions Avoidance

This Practice is participating in the new National enhanced service to help avoid unplanned hospital admissions. We have created a register of the top 2% of patients at risk of being admitted to hospital as an emergency. These patients have a named GP and a care co-ordinator and each of them have a personal care plan. Some of these patients are discussed in our multi-disciplinary team meetings with social workers, district nurses, palliative care nurses and community matrons in order to improve the continuity of care and support them in their own homes.

Physical Activity Guide

Croydon Council have put together a brilliant and comprehensive brochure, which contains a **Physical Activity Guide**. You can pick up a copy from **Reception** or you can request a copy from the **Council** on **020 8667 8416**.

Here are some of the activities available:

- Croydon Council offers anyone who lives, works or studies in the borough free cycle training—to find out more and book online go to cyclinginstructor.com or call **0845 652 0421**
- Indoor and outdoor bowling at Croydon Bowling club. Keep fit, have fun and enjoy two free introductory courses. All ages welcome, all equipment provided. For further information or to book please contact the Sport and Physical Activity Team on **020 8667 8416**.
- **MI CHANGE** is a free 12 week project which aims to help adults living or working in Croydon to become more physically active and improve their health and wellbeing. Call the MI Change team on **020 8667 8414** or email them at michange@croydon.gov.uk
- There are currently 12 different walks available free of charge to Croydon residents. These range from flat terrain to walks with a number of hills/slopes which may be steep. At Lloyd Park there is also Nordic Walking which is a variation of ordinary walking with the use of poles. It uses 90% of the skeletal muscles and burns up to 46% more calories than ordinary walking. Call **020 8667 8415** for more information.



Patient Reference Group

Would you like to have a say about the services provided at the surgery?

Our Patient Reference Group would like to hear from you. By providing us with your consent and e-mail details we can contact you every now and then to ask you a few questions.

Forms are available at reception.

DON'T JUST GO TO A & E



A & E Departments are for serious injuries or illnesses. You should only visit A & E departments for life threatening emergencies.

If it is not a life threatening emergency, you could get quicker treatment much closer to home:-

- For minor ailments contact your local pharmacy. Both Fishers and Lloyds pharmacies, close to the practice, offer a minor ailments service. Trained pharmacists can deal with minor ailments and provide medication if necessary.
- NHS 111 - you should use the NHS 111 service if you urgently need medical help or advice but it's not a life-threatening situation.
- Minor injuries units (MIUs) offer assessment and treatment for minor injuries such as sprains, strains, cuts and abrasions. The nearest MIU is at Parkway Health Centre, New Addington, CR0 0JA.
- Your GP surgery - GPs look after the health of people in their local community and deal with a whole range of health problems. They also provide health education, offer advice on smoking and diet, run clinics, give vaccinations and carry out simple surgical operations, contact us at the Portland Medical Centre on 020 8662 1233.
- At NHS Walk-In-Centres (WICs) you can see an experienced nurse or doctor without an appointment. They offer advice, assessment and treatment for minor ailments and injuries such as cuts, bruises, minor infections, strains and skin complaints. Croydon Walk-In-Centre is at Impact House, 2 Edridge Road, Croydon, CR9 1PJ. Tel: 020 3040 0800.
- GP out-of-hours service. A GP is always available from 6:30pm to 8am week days and all day weekends and bank holidays. When the surgery is closed the answerphone message will advise you to contact NHS 111. The staff there will pass your call on to the Out of Hours service if appropriate.
- Out of Hours dental treatment is also provided by the Out of Hours service - (Croydent). Tel: 0845 000 4567.
- Emergency Contraception is available from your GP, Pharmacy or the Family Planning Clinic run by Croydon Health Services. Tel: 020 8714 2861.