

Park Lodge Medical Centre **Newsletter**

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**Opening times: Monday/Wednesday/Thursday/Friday: 8am to 6.45pm. Tuesday: 8am to 6.45pm (6.45pm – 8pm /By Appointment ONLY)
Saturday: 8am to 11am (By Appointment ONLY).**

JANUARY 2017

HAPPY NEW YEAR TO ALL OUR PATIENTS.

The Practice has been going through many changes recently and we would like to assure patients that the provision of healthcare services by the practice will not be affected. We are committed to provide services which will improve the health and well-being of our patients working in partnership with our patients, their families and carers, our practice staff, community health service providers, acute hospitals and the CCG, working within local and national governance, guidelines and regulations. Our practice ethos is to develop a relationship between the patients, their families and their carers' and our practice team based on mutual respect for the provision of holistic health care.

Care Quality Commission (CQC)

The practice underwent a CQC inspection on 31 March 2016 and their findings were reported on 4 August 2016. Unfortunately, the practice missed the opportunity to correct some inaccuracies in the report which implies that the reported finding is incomplete. A further visit is planned and the practice is confident that the inspection will report very positive findings.

New Changes

As part of the forthcoming changes, a new Partnership has been formed between Dr Kouloumas and Winchmore Hill Practice which is based at 808 Green Lanes N21 2SA. They will be supporting the development and delivery of Quality Clinical Care at Park Lodge Medical Centre.

Patient Feedback

The NHS Friends and Family Test (FFT) was created to help service providers and commissioners understand whether their patients are happy with the services provided, or where improvements are needed. It is a quick and anonymous way to give your views after receiving care or treatment across the NHS.

Your feedback is important to us.

Please complete the one question survey via our website or pick up a form at reception.



FLU Vaccination – There is still time to have your flu vaccination..

We recommend that you telephone to book an appointment before any flu outbreaks. This is a free

NHS service to all patients over 65 years and all patients of any age in a high risk category: heart, lung, liver disease, diabetes, asthma, cancer patients, carers and pregnant women, are highly recommended to have flu vaccination as soon as possible. The service has also been extended to children aged two and three. Please see our website for more information or pick up a leaflet at reception.

Appointment Systems

The Practice offers 3 appointments systems: Routine Appointment booked in advance/ Same day appointments for on the day URGENT medical conditions / Same Day Telephone Triage for emergencies that does not require patients to come to the surgery – Same day emergency appointments are booked from 8am and 1pm. Patients are asked to provide a brief summary of symptoms and the On Call Doctor will call back during the AM or PM surgery. We ask that Patients booking for this service must be available to take the On Call Doctor's call during the respective times AM or PM.

Patient Participation Group

The Practice has been operating a Patient Participation Group (PPG) for some time. Most doctors' practices in England now have a PPG, which is formed from local patients volunteering to work in partnership with the administrative and medical staff of their practice. The main aim of such groups is regularly to seek and report patient views to help the practice provide the best care possible.

Your PPG presently meets **three times a year for about two hours in the evening** so patients and staff can share views on how the practice is managing its service. Any patient is welcome to attend these meetings at the surgery but it must be stressed that these events are not meant for raising individual complaints, for which there is a separate procedure.

You can find more information about how the group is organised by viewing the practice website and clicking on the Patient Participation Group tab, where you can find minutes and dates of future meetings.

If there is an issue you would like discussed please contact the Practice Manager, by completing the comments slip at reception so it can be included on an agenda.

We look forward to seeing you!

Check our PPG noticeboard in reception for important information

Do you have a Long Term Condition? E.g. Diabetes, Asthma, Coronary Heart Disease, COPD...

When did you have your last medical review? Your GPs and Practice Nurses are waiting to provide you with the necessary medical review and care required for your condition. Please call to check your last review and book an appointment. It is necessary and important that patients and your practice work together to provide an efficient and effective healthcare and medical service.

Has your GP informed you that you need to have a Blood Test?

There are a few Blood Test forms waiting to be collected by patients to have a Blood Test!

Having various tests helps clinicians in making the appropriate clinical decisions for your medical care! Please do not delay!

Book an APPOINTMENT for your BLOOD TEST TODAY!

Online Access to your Medical Records

Patient now have direct access to some parts of their medical records using an online service. In addition to the current online service where you can request your repeat medication and make appointments, you can now view your consultations, medical problem/diagnoses, medication, results & values, immunisations and other coded entries.

It is important to note that results and investigations may show the ranges for some tests, but this should be taken in context for the individual patient as the result is dependent on each patient and the doctor will make this

In order to request access your medical records using the online service, you must make a new application (even if you currently have an online access account), and provide proof of ID when collecting the user login form from reception.

We require ID, personal identification before releasing the Online Access Registration document... More information please ask at the reception desk or download from the practice website: www.parklodgemedicalcentre.co.uk

COMMON PROBLEMS YOUR PHARMACIST CAN ASSIST YOU WITH:-

All Pharmacists can recognise many common health complaints. They can give advice or where appropriate, give medicines that will help clear up the problem. If your problem is more serious and needs the attention of a GP, your pharmacist will recognise this and advise you to see your GP instead. What's more, many pharmacies are open in the evenings and on the weekends. Instead of booking and waiting for a GP appointment, you can visit your local pharmacist any time

They are responsible for:-

The quality of medicines supplied to patients.
Ensuring that the supply of medicines is within the law.
Ensuring that the medicines prescribed to patients are suitable.
Advising patients about medicines, including how to take them, what reactions may occur and answering patient's questions.
Respond to patients' symptoms and advice on medicines for sale in pharmacies.

Things that the pharmacist can help with are: Acne, Eczema, cough, colds, constipation, allergy, hemorrhoids, hay fever, back ache, headache, indigestion, earache, diarrhoea, warts, mouth ulcers, athlete's foot, nappy rash and teething.

Reception Staff

We have a very dedicated team of receptionists who are an important and invaluable part of the practice team. They are fully trained and endeavour to help our patients and sign post them to the appropriate available appointments and at times manage very complex queries.

On occasion our staff have been subjected to abuse and aggression from some patients, which the practice will not tolerate. Our staff have the right to be treated with respect and courtesy in the same way we expect our staff to treat our patients.

We fully appreciate that due to difficult circumstances and illnesses the individual needs of patients varies and they try to accommodate this in a professional manner; however it is not always possible to resolve all queries as often other agencies and services are involved. Unfortunately, despite the best efforts of the staff, some telephone conversations can become strained and if the patient is in any way abusive, then the staff are within their rights to apologise and advise the patient they may need to end the call if their manner continues to be abusive.

As an organisation we appreciate the difficult job our staff do and have a zero tolerance policy towards abusive and aggressive behaviour. We constantly seek to improve our services and value patient feedback and use this as an opportunity to continue to provide further training and updates for our staff. All concerns raised by our patients are taken seriously and systems and processes are reviewed to ensure we provide a high quality service.

Home Visits

As some of you may know, we will only visit certain vulnerable patients at home. Visiting patients who could actually be seen in the surgery puts an unnecessary strain on our resources and damages other aspects of the care we provide. When thinking of requesting a home visit, please **ask yourself three questions** before calling for a visit -
Am I:

- **Confined to bed**
- **Terminally ill**
- **So poorly I would come to serious harm if moved**

If you answered **yes** to any of these questions, please ring and we will assess your individual case.

If you answered no to all 3 questions, we would always ask that you book an appointment here at the surgery instead. By following our simple three question guide, you should be able to request home visits appropriately, Please do not be offended if the GP questions you closely about your request – we do need to assess your suitability for a home visit as we have a duty to ensure that our services are used appropriately for the benefit of all our patients.

- Patients **do not have an automatic right** to a home visit
- Doctors are required to consider a home visit for **medical reasons only**
- If you think you qualify for a home visit, please **ring before 10.00am**
- All visit **requests will be medically assessed** to check if appropriate



Joke - Keep Taking the Medicine:

Patient: It's been one month since my last visit and I still feel miserable.

Doctor: Did you follow the instructions on the medicine I gave you?

Patient: I sure did - the bottle said 'keep tightly closed'.