



Lambton Road Medical Practice Newsletter

1 LAMBTON ROAD, LONDON SW20 0LW | 020 3883 5900

NO. 8 SEPTEMBER 2018

Please find a quick update on changes at Lambton Road.

Website

This September we will be publishing a brand new website which we hope and trust you will find much easier to navigate and more informative.

The new website has the added bonus of a translation facility. It offers an interactive interface with the practice. For example you can ask us a non-urgent question using the website, order a blood test form for monitoring medications, inform us of aspects of your health, eg recent blood pressure readings or apply for on line access to your records.

We will be building up the information on the website in the next few months but would value any feedback you have.

<http://www.lambtonroadmedical.nhs.uk/welcome,55585.htm>

Staff updates

Dr Satyajeet Phadnis has now returned to Lambton Road after his sabbatical leave. We would also like to welcome Back Dr Sarah Hillson who will be rejoining us in mid-October from her Maternity leave.

We say goodbye to Dr Mehreen Tahir who has covered part of Dr Alpa Patel's maternity locum so diligently, but welcome back Dr Mathini Ruthra-Rajan as the new maternity cover.

We are also sorry to be losing Dr James Moffat who is relocating to Dorset with his family.

Silver line

During the winter the days get longer and many of us can start to feel lonely. If you are affected you can call the Silver line and someone is there 24 hours a day to handle your call. For more information visit the website or call the number below: <https://www.thesilverline.org.uk/or 0800 4 70 80 90>

NHS Health checks

Those over 40 are entitled to a free NHS health check. Your blood pressure, BMI and cholesterol will be measured and using this information we can give you advice on your cardiovascular risk and also advise of any changes or medication that might be needed.

Public Health Merton invite patients every month to attend the practice where you will need to have a blood test prior to your nurses appointment for the check.

Charity event

The practice team continues to support Macmillan Cancer care. This year we will be holding a Macmillan cake morning on Friday 28th September 2018.

If you would like to donate some cakes please contact Terresa Worden or simply buy a cake to support a very good cause.

Flu

September is always the start of our flu vaccination season.

This year vaccine stocks are coming in slowly from the drug companies, as there are two kinds of vaccine in use now. There is a new attenuated vaccine for the over 65s. This is in response to the failure of the vaccine to protect many in this group in the last few years and is anticipated to give much greater protection. It is a killed vaccine and has no greater side effects to the previous vaccine. Those under 65 in the at risk groups, eg pregnant, diabetic, suffering from asthma, copd, heart disease, sickle cell anaemia, immunosuppressed, or those who are Carers will be offered a quadrivalent vaccine protecting against 4 strains of flu. Last year we purchased this more expensive vaccine for all our patients and there was a noticeable increased protective effect when compared to trivalent vaccine given by many other providers including high street pharmacists, so we are pleased to say NHS England have now chosen this for all at risk patients.

The surgery purchases flu vaccine every year. If you are entitled to a free flu vaccine due to medical reasons, or are over 65 we will have purchased this for you already. For this reason we would encourage you to have flu vaccine at our surgery where we have your full medical records rather than at a pharmacy or supermarket.

Smoking

Smoking is an antisocial habit which damages your health. This October is again Stoptober We would encourage anyone who smokes to try to stop, please contact your local Pharmacy or ONEYOU MERTON via the website or phone number below:

<https://www.oneyoumerton.org/> or
0208 973 3545



Online Access

Online bookings and access allows you to view your records and results online.

It also allows you to book appointments and request repeat medications and it's quick and easy to use, without spending time on the telephone. You can also cancel an appointment using this facility and we encourage all patients to apply for this.

We are keen to offer increased numbers of slots which can be booked on line. Doctor's slots are currently booked on line and We have added smear slots with our nurses to those that can be booked and are working to identify other procedures which can be booked directly. We also offer children's same day appointments bookable online that release each day at 7am removing the need to call.

Mood

The start of winter with longer days often makes many of us feel low. There are a number of ways to get help with your mood. The new website has a tool called PHQ which allows you to assess your own mood. You can also self-refer to MIAPT on the details below: Tel: **0203 823 9063** or <https://www.addaction.org.uk/services/miapt-merton-mental-health-service>

Healthy ageing booklet

Merton CCG and Age concern have compiled a brochure for patients to help age healthily. If you are interested please collect one at reception.

DNAs

Everyday there are sadly a very small minority of patients who abuse our services, booking slots then not arriving or taking the trouble to cancel their slot which could have been used for someone else. Arriving late for no obvious reason, being rude to our front line reception staff, requesting urgent letter or blood forms then not bothering to collect them.

Last month 342 slots at Lambton Road were wasted when patients failed to cancel.

In the next few months with the onset of winter infections the surgery will get busier. Please do your bit and cancel if you do not need your slot, consider if anyone other than a Doctor may be able to help you, e.g a High street Pharmacist, optician, dentist, or our in house services, nurses or Pharmacists.