



# Lambton Road Medical Practice

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

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*Happy New Year*

## Resolutions

New year's resolutions often include a getting healthy theme and we are here to help.

We encourage all patients to use the POD in our reception area to monitor their blood pressure and weight. This is simple to use and enters data directly into your medical record.

You can also visit the ONE YOU MERTON website, or call 0208 973 3545 for help on losing weight, stopping smoking, eating and sleeping better and managing stress.

<https://www.oneyoumerton.org/>

**ONE YOU MERTON**

## Website

Our new website is, we feel, a much improved updated version.

There are new facilities to interact with the surgery (e.g asking our team a question, changing your address or ordering medication). There are useful links to local and national health information and a very good translation feature. You are also able to send us health information (e.g weight or blood pressure management).

Please take time to look at our website by visiting [www.lambtonroadmedicalpractice.nhs.uk](http://www.lambtonroadmedicalpractice.nhs.uk)

## Low Mood

Do you have a low mood? Are you feeling anxious?

MIAPT offer one to one or group therapy sessions throughout the borough, you don't even need to see your GP first as you can refer yourself on the link below or call 0300 012 0012.

[www.thinkaction.org.uk/online-registration](http://www.thinkaction.org.uk/online-registration)

## Big White Wall & IESO

Merton CCG have commissioned two new services for patients suffering with low mood, depression and anxiety. Both services are available only online, IESO is an online chat based service, and

Big White Wall offers this as well as Skype consultations. The service is able to be flexible with times and can offer appointments 7 days a week until 11pm, with little or no wait time.

You can self refer to both services online through the links below if you have a Merton postal code.

BWW: [www.bigwhitewall.com/selfrefer/Merton](http://www.bigwhitewall.com/selfrefer/Merton)

IESO: <https://merton.iesohealth.uk/registration>

#### NHS Health check Programme

Is aimed at those patients aged 40-74 to assess the risk of heart disease, stroke, kidney disease and diabetes and to support you to reduce or manage that risk through an individually tailored service. Public Health Merton will be inviting eligible patients to come and see our Nurse. If you are invited we strongly encourage you to come and see us.

## The National Diabetes Prevention Programme

Is now up and running. Those at risk of diabetes, an ever increasing chronic disease which is anticipated to affect one billion patients worldwide by 2045, will be identified from their GP records and offered a place on the programme which focuses on diet and exercise. If you are invited, please think of your future health and give it a try.

## Carers

Are you a carer? If so it is so important that carers' stay fit and healthy. Please let us know if you are a carer either by ringing us or using our online carers' registration form.

We can support you and ensure you have an annual health check and a flu vaccination.

## Carers' Support Merton

Carers' support Merton (CSM) is a well established local charity which aims to support, promote and improve the quality of life of unpaid carer from the age of 5 years old.

Please see their website for more details:

<http://www.csmerton.org/carers.htm>

## Blood taking service

Our Phlebotomy clinics are pre-bookable daily with Karen Ruppig, but you may still access walk in services until 7:45pm on weekdays and from 8am-1:45pm on Saturdays at the Nelson Health Centre, on Kingston Road.

## Prescriptions

At Lambton Road, we receive many repeat medication requests every day. **From 1<sup>st</sup> January 2019, we are encouraging ALL of our patients to use the Electronic Prescription Service.** This is quicker, saves valuable resources (e.g ink and paper) and is also a safe way to get prescriptions to a dispensing Pharmacist. Please ask at reception or at a medication review if you need help getting started using the system.

## Flu

Flu vaccines are still available. Luckily, flu has been late circulating this year. The whole of the NHS received vaccines woefully late this year after a decision to alter the vaccine composition to give greater efficacy.

We strongly recommend all over 65s and those in an 'at risk' group to have the vaccine – particularly diabetics, those with COPD, asthma, heart and kidney problems, sickle cell disease or pregnant women. Please ask reception and we will try to slot you in as soon as possible.

## Patient Survey

We believe that there is an NHS England Patient Survey which will be sent out randomly shortly. Last year, the response rate from our patients was very low and we suspect that it was mainly completed when people had problems with our services.

We would encourage all patients to please complete this. Our own feedback from the NHS's Friend and Family Test shows that the vast majority of our patients are very happy with our services and it would be wonderful if the NHS England poll reflected this.

**Practice Survey** We will also be running an in house Survey for all patients visiting or accessing the practice during the first week of February. This will be available in consulting rooms and at the reception desk. We ask that you complete the forms and return them to the box on the main reception desk. These Surveys are completely anonymous and provides us direct feedback on what we can improve. We have also compiled an electronic version which is available through a link on our website.

The results of this survey will be available late February/early March and will displayed in the waiting area.

## Text messaging

In addition to our text appointment reminder service, we are also using a new text messaging system called AccuRx, so do not be alarmed if one of our clinicians or admin team sends you a text message. For example, to inform you of a missed appointment, informing you of a test result or advising you to book a follow up appointment. This saves valuable time for all of us and is also recorded in your medical record. After feedback from our PPG (Patient Participation Group) we have modified the message so AccuRx does not appear, you should now see 'LambtonRdGP'. We feel this is an excellent service which also records the message in your records. **It is essential that you let us know if you change your mobile number.**

## Appointments

We start 2019 with the usual winter pressures affecting all of the NHS from GP services to the Acute Trusts. Please consider seeking advice from a local Pharmacist for minor illnesses and try to use our services responsibly.

Every day the number of patients booking an appointment and then not turning up is astonishingly high. Please cancel using option 1 on our phone system or by replying CANCEL to your text appointment reminder. Alternatively you can call our cancellation line on 0203 883 5908. Rates for non-attendance in the last three months were as follows:

<b>October</b>	<b>462</b>
<b>November</b>	<b>477</b>
<b>December</b>	<b>302</b>

**At the end of the year**, we said goodbye to Nurse Caroline Merritt and Dr Rashmi Pattekar, and Dr Susie Earle has started her maternity leave. We wish them all the very best.

We are delighted that Dr Stephen DeWilde will be increasing his sessions at Lambton Road & also welcome Jacqueline Simon an Advanced Nurse Practitioner who will be a great asset in helping to deal with the urgent, on the day problems. We also welcome two Foundation stage GPs, Dr Parvis Sorooshian and Dr Priyankan Sivanatha who will spend 4 months with us in Practice. Dr Mehreen Tahir will be re-joining us at the end of February 2019.

From February 2019 our in house Pharmacist Anne Lim will also now be able to offer Travel vaccinations with day time and evening and some Saturday appointments available.

***All the team at Lambton Road remain committed to helping you and your family to stay fit and healthy and wish you a happy, healthy 2019.***