



2017 Newsletter

HEALTH help NOW

ARE YOU NOT FEELING WELL? CHOOSE YOUR CARE WISELY...

NHS is in crisis and patients using hospital's Accident and Emergency Department incur high costs to the CCG. Amersham Vale Practice does not promote A&E attendance unless it is life threatening or serious injury. We would like to remind patients about wide range of alternative health services offered by our Practice and NHS.

Please visit Health Help Now on <http://www.healthhelpnow-nhs.net/> to help you to decide between the services. Please ask reception or go to our website to see variety of appointments available to registered patients.



ONLINE PATIENT ACCESS– BOOK APPOINTMENTS & ORDER REPEAT PRESCRIPTION ONLINE

Are you too busy to come to reception to book your appointment or order your prescription?

With Patient Access, you can now access some of your GP services online– book appointments and order repeat prescriptions, at home, work or on the move — wherever you can connect to the internet. What's more, because Patient Access is a 24 hour online service you can do this in your own time, day or night.

After setting up your account with our receptionist you can log in to the Patient Access section of our website www.amershamvale.co.uk, or download Patient Access App for your smartphone.

If you would like Patient Access please ask the reception staff for the details. You will be issued with a unique PIN number after **providing photo evidence of your identity**.



(DNA-Did not Attend) Missed/Unused appointments

On average Amersham Vale Practice has approx. 34 DNA appointments every week. These are the appointments that have not been cancelled in advance, therefore could not be offered to another patient– unused appointments.



GOLDSMITHS STUDENTS REGISTRATIONS

Amersham Vale Practice has been awarded a contract to be primary provider of Primary Care (GP) services to this prestigious local institution– Goldsmith's University in Lewisham. Students from this University are welcomed to register with our Practice to be able to obtain Primary Care General Practice Services during their studies.

Please ask reception for more information.



OUT OF AREA REGISTRATIONS (OOA)

We recognise that not all patients wish to register at a surgery close to their home address. Out of area registration is a new form of registration allowing patients to register with our practice that is close to their work or study place.

There are some patients who are not suitable for OOA registration.

Please ask reception for more information.



AMERSHAM VALE PRACTICE' PROJECTS:

1) COPD Control Project

Aim: to find out if there are patients who have not been diagnosed with Chronic Obstructive Pulmonary Disease (COPD) but who might have it. For example: If you are a smoker, age over 40 and regular chest infections needing antibiotic and/or inhaler but you do not have asthma-you may have COPD.

If you think you may have COPD please contact the surgery to book a double appointment with a Practice Nurse. Patients at risk will be contacted– receiving a SMS text asking them to book an appointment.

2) Care Plans for vulnerable patients

Amersham Vale Practice has around 140 patients who are most at risk of hospital admission.

Aim: Create comprehensive care plan which the patient or other professionals can refer to when considering the patients healthcare needs in the near future.

How: GPs will be contacting patients to meet or discuss their general health over the phone or in person for cycle of 6 months.

3) Variety of appointments:

Urgent appointment: If you have an urgent problem (defined as a problem which cannot wait beyond today) and there is no GP appointment available on-line or otherwise in the morning- please ask for a **triage appointment**.

The GP will call you back for a brief discussion of the problem at the allotted time. If the GP needs to assess you further you may be invited to come in later that morning.

In the afternoon: please ask PM for telephone consultation with the "Duty Doctor".

Non-urgent appointment: If you have a routine/non-urgent problem– you can pre-book an appointment for up to 6 weeks in advance.

Aim: Same-day appointments available for those who need to be seen urgently.

You can also manage your appointments via online access. Please see first page of this Newsletter for more information.



HEALTHIER YOU: NATIONAL DIABETES PREVENTION PROGRAMME (NDPP) IN LEWISHAM

This is a new NHS Diabetes Prevention Programme. It is the first programme like this in the world, and it could help protect you against diabetes.

The programme runs in Lewisham and you might get a free 12 weeks voucher for Slimming World and a membership for your local leisure centre.

Anyone aged 18+ with a blood glucose level in the past 12 months that falls into the prediabetes range (please check with your GP) is eligible for our evidence-based behaviour change programme.

275,000 people in South London are at risk of developing Type 2 Diabetes - a largely preventable disease

You can enrol via:

- **Online at healthieryousouthlondon.org**
- Calling 0800 092 1191

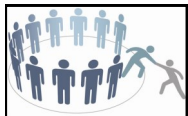


HELP-DIABETES FOR PATIENTS DIAGNOSED WITH DIABETES TYPE 2

HeLP-Diabetes is an online NHS platform that has been designed to help patients diagnosed with Diabetes to:

- Eat well
- Learn about type 2 diabetes and how to avoid complications
- Feel in control of your treatment
- Live healthier and happier

For more information please visit the website: <https://www.help-diabetes.org.uk/>



Patient Involvement

PATIENT PARTICIPATION GROUP

Future scheduled meeting dates :

Monday 24th April 2017

All meetings will start at 6:45pm.

This is a chance for all patients to meet other members of the patient group and practice staff and give your suggestions on how we could improve the service for you. Refreshments and home made cakes are provided.

We are keen to continue making changes to improve our patient's experience of health care provided by this practice.

You can participate by attending 2 meetings per year and/or via email. We are keen to get new members for the patient group. Please speak to our receptionist or email PPG Lead Person anna.naniewicz@nhs.net.

There are several ways to give feedback and influence changes in the practice.:

Comment and suggestion box

Feedback via practice website

NHS Choices www.nhs.co.uk

If you think this is good practice and you would recommend us to other people then we would be very grateful if you could log a positive comment on the NHS Choices website .



ADDITIONAL LOCAL HEALTH SERVICES:

1) Sexual health services– KISP (<http://www.kisp.org.uk/>)

“Designed to empower and inform young people in Lewisham about issues around sexual health issues”.

2) Improving Access to Psychological Therapies (IAPT)

Self referral form available online to make access to psychological therapy as easy as possible; so we have created several ways for you to access our services. Please follow the link:

<https://gateway.mayden.co.uk/referral-v2/5d839bd9-cfe1-4b48-84b2-175795c8e129>

3) Mental Health crisis

Patients seeking urgent Mental Health advice please follow link to the information leaflet:

<http://www.healthwatchlewisham.co.uk/sites/default/files/slam181-what-to-do-in-a-mental-health-crisis-lewisham-v3.pdf>



STAFF CHANGES:

Staff Returning:

- Dr Surinder Singh– Back from Sabbatical Leave
- Nurse Helen LeFevre– due to be back on 1st February 2017

New Staff:

- Nurse Claire Pearson

New Salaried GP:

- Dr Emily Symigton

Registrar Doctors:

- Dr Heledd Vaterlaws
- Dr Anushka Mehrotra
- Dr Kirsty Shephard