



2018 Newsletter



AMERSHAM VALE PRACTICE' NEW FACEBOOK PAGE

Please visit our new Facebook page to keep upto date with the Practice's upcoming news and health information.



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

If you are feeling unwell it is important to use the right health service. 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 alterative health services offered by our Practice and NHS.

Please visit Lewisham CCG website <http://www.lewishamccg.nhs.uk/news-publications/campaigns/Pages/default.aspx> to seek more information on how to use the Right NHS Services.



DID NOT ATTEND (DNA)

Patients who do not attend their appointments with Doctor or Nurse, are stopping those who need an appointment from getting one.

If you are NOT going to attend an appointment please cancel it early so that it can be offered to someone else.

Total wasted appointments between March 2018/April 2018: **257**

These are the wasted appointments that have not been cancelled in advance, therefore could not be offered to another patient.



UPCOMING EVENTS

The Practice will be closed for Bank Holiday:

Friday 30.03.2018

Monday 02.04.2018

Monday 07.05.2018

Amersham Vale Practice will be closed for Protected Learning Time (between 12.30-6.30pm), on:

Tuesday 22.05.2018

Please note: On above dates surgery will be closed for duration of the meetings.

Please contact Out of Hours Services: Pharmacy, NHS 111 or SELDOC.

If your condition is life threatening please visit local A&E Department.



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**.



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.



MJog– The Automated appointment reminder system

If we have your correct mobile number recorded on our system, you will be receiving the appointment reminders via text message.

We will also contact you via text message about any upcoming checks, that you are eligible for.

You are able to reply to these messages with just one click of the button to: cancel, decline or accept the reminder.

If you do not wish to receive any text messages from us please let our Receptionist know.



PATIENT GROUP CONSULTATIONS

Amersham Vale Practice is introducing patient group consultations to improve patient confidence on how to deal with their diagnosis, what to look out for and where to look for help.

So far we have organised two group consultations for children and young adults with asthma. These ended with great feedback therefore we aim to continue group consultations for patients with other diagnoses like for example: Adults with Asthma, obesity or diabetes.

All patients (adults) diagnosed with obesity will be invited to Weight Management Consultations-Next group consultation which will take place on **Thursday 19th April 2018 at 4.30pm**.

Consultation lasts 1-2 hours. During this time patients will have an opportunity to discuss their diagnosis with other patients (signed confidentiality forms), a GP and Practice Nurse.

Patients will have their BMI discussed and weight management plan established.

If you have been diagnosed with Obesity and wish to attend the group consultation, please contact our Practice to add your name to attendees list. First come first serve with capacity for max 15 patients.