

DR. RALF SCHMALHORST

DR. JAMES STOKES

DR. SARAH BEMPAH-AGYEPONG

DR. CHRISTINE FURNESS



[www.plasmeddygsurgery.com](http://www.plasmeddygsurgery.com)

**PATIENT NEWSLETTER  
SPRING 2017**

**CAR PARKING**

The surgery car park is solely for staff use. Please do not park across the entrance as unobstructed access is required at all times for both doctors and ambulances. If you need to come by car, please park in Parkhurst Road where parking is available for 1 or 2 hours in dedicated bays.



**ONLINE SERVICES**

You can request repeat medication and book and cancel doctors appointments online 24 hours a day.

If you would like to be set up for these services, please ask for a form at reception or download one from our website.

**CONTACT DETAILS**

Please make sure you let us know of any changes to your contact details.

It is important that we have the correct details so that we can contact you and be able to send appointment reminders by text



**PLAS MEDDYG SURGERY WEBSITE**

[www.plasmeddygsurgery.com](http://www.plasmeddygsurgery.com)

Please refer to our website for all up to date information.

If you would like any other information to be available on our website, please let us know.

**BLOOD PRESSURE CHECKS**

If you are on medication for high blood pressure, you need to have your BP checked once a year. Please make an appointment at reception. Anybody aged between 40-75 should have their BP checked every 5 years.

**DUTY DOCTOR/EMERGENCY APPOINTMENTS**

If an urgent appointment is requested for the same day, please provide the receptionist with as much information as possible so that the Duty Doctor can assess according to clinical need. The duty doctor may then telephone the patient to determine whether an appointment is necessary and, if so, will book them in for the afternoon surgery.

If the Doctor assesses the patient as non-urgent, the receptionists will call to book in for a routine appointment.

**GP APPOINTMENTS**

**18:30-20:00 WEEKDAYS**

**08:00-20:00 WEEKENDS/**

**BANK HOLIDAYS**

Patients can now be seen for routine appointments in a new GP Centre in Queen Mary's Hospital, Sidcup (and one at Erith Hospital from 5th June 2017).

You will be seen by a local GP who, with your consent, will have access to your medical records and we will receive full details of the consultation automatically.

These appointments should not be used for a follow-up appointment, as continuity of care is important. If you have a non-urgent problem and can't wait for our next routine appointment, please call our receptionists who will be happy to book an appointment for you.

Please see our website for further details.

**REPEAT PRESCRIPTIONS**

If you are going on holiday and need to have your medications earlier than normal, please put a note to this effect on your repeat request.

Please could we kindly remind patients that repeat prescriptions take two working days to process.

**FEEDBACK**

We welcome feedback on how we are doing so we can improve our service.

Please complete the 'Friends and Family Test' questionnaire forms in reception or on our website, rate our surgery on the NHS Choices website ([www.nhs.uk](http://www.nhs.uk)) or respond to the Friends and Family text you may receive.



**SHINGLES VACCINATION**

If you were born between the following dates, you are eligible for a shingles vaccination on the NHS:

- 1/4/37 - 1/9/38
- Born on or after 2/9/38 (up to your 80th birthday)
- 2/9/42 - 1/9/46
- Born on or after 2/9/46 (and aged 70)

Please make an appointment with one of our nurses.

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# NHS HEALTH CHECK

Helping you prevent

- diabetes
- heart disease
- kidney disease
- stroke & dementia

Aged 40-74? Then you may be eligible for a free NHS Health Check.

Even though you might be feeling great, if you're over 40 you may be at risk of heart disease, stroke, kidney disease, diabetes or dementia. An NHS Health Check can help you reduce these risks and stay healthy.

Everyone aged 40 to 74 years old in England will be invited for a free NHS Health Check once every 5 years (apart from those already seeing their GP for certain conditions). Watch out for your invite in your month of birth or telephone reception to make an appointment.

## IF YOU'RE HAVING DIFFICULTY BOOKING AN APPOINTMENT.....

**1,203** appointments were booked and not attended in 2016!

**667** GP slots and **536** nurse slots



**151** were double appointments (20 minute slots), **25** were triple appointments (30 minute slots), **1** was a 40 minute slot

**76** were for blood tests.

If you cannot make your appointment, please call us on 01322 470595 so that we can offer it to someone else.

## PATIENT PARTICIPATION GROUP NEWS

### DO YOU KNOW WHAT WE DO?

The Plas Meddyg Surgery Patient Participation Group (PPG) exists to work in co-operation with the surgery to ensure that patients are at the centre of the service provided. Although independent of the surgery, the PPG is there to support the hard-working staff at Plas Meddyg while ensuring that patient concerns or suggestions are given due consideration.

A representative from the Plas Meddyg PPG serves on the local Clinical Commissioning Group Patients Council thereby allowing the voice of local patients to reach the decision makers for the local NHS.

### SHORT OF TIME BUT STILL INTERESTED IN THE

### PATIENT PARTICIPATION GROUP?

We are looking to increase our 'virtual' membership of the group which means that all the news and views from the PPG is delivered to your email rather than having to attend meetings. So, if you have an interest in your local health service or wish to raise any issues, you can sign up to be a virtual member by leaving your name and contact details in the PPG box in the surgery.