

DR. RALF SCHMALHORST
DR. JAMES STOKES
DR. SARAH BEMPAH-AGYEPONG
DR. CHRISTINE FURNESS



www.plasmeddygsurgery.com

PATIENT NEWSLETTER SUMMER 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.



FLU CLINICS

If you are eligible for a free NHS flu vaccination then please book into one of our dedicated flu clinics.

You can either book online or by contacting the surgery
(please avoid busy times)

Tuesday September 26th 2-4pm
Wednesday September 27th 2-4pm
Tuesday October 3rd 2-4pm
Wednesday October 4th 2-4pm
Tuesday October 10th 2-4pm
Wednesday October 11th 2-4pm
Saturday October 14th 9-11am

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

message.



CONSULT OUR DOCTORS ONLINE

Our eConsult service lets you

- Request advice and treatment from our practice online
- Get self-help advice for hundreds of common conditions

To get started, visit our website and click on the 'Consult our doctors online' banner.

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.

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.

GP APPOINTMENTS

18:30-20:00 WEEKDAYS
08:00-20:00 WEEKENDS/
BANK HOLIDAYS

Patients can now be seen for routine appointments in GP Hubs at Queen Mary's Hospital, Sidcup and Erith Hospital.

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 or ask at reception.

ONLINE SERVICES

- Book/cancel appointments, order repeat medication and view summary information by signing up for Patient Services. Download a form from our website or ask for one at reception
- Download the myGP app to your phone or device to book/cancel appointments
- Consult our doctors online by accessing our eConsult service via the practice website.

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) 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.



PLEASE SEE OVERLEAF FOR DETAILS OF OUR PPG RAFFLE



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

PPG RAFFLE

We are holding a raffle to raise funds for the surgery so that they can buy a heavy duty wheelchair and a 24 hour blood pressure monitor.

Local companies have donated some great prizes and tickets are just 50p each or 5 for £2.

Tickets are on sale at the flu clinics or on selected dates from PPG members.



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.