



The Selsdon Park Medical Practice

PATIENT PARTICIPATION GROUP

May 2016 newsletter

Tel. 020 8657 0067 www.selsdonparkmedicalpractice.nhs.uk



Welcome

The Selsdon Park Patient Participation Group (PPG) was established to strengthen the relationship between the Practice and its Patients. Our aim is to inform you and keep you up to date on what is happening in the Surgery, i.e., changes in staff and the services available. If you wish to raise any issues you can contact us at our new email address: selsdonppg@gmail.com.



Mobile telephone numbers

You may find you receive a text message from the surgery asking you to book an appointment or asking your smoking status. The Surgery has signed up to use MJOG a text messaging service. The Practice has been trialling this for some time, sending text reminders to patients for whom they hold a mobile number, confirming forthcoming appointments. When MJOG sends an appointment reminder you can type back CANCEL to cancel the appointment. The feedback we have received has been positive, it has helped reduce the amount of wasted appointments when patients forget to attend!! In order for you to be able to receive a text reminder, please ensure that the Surgery has an up-to-date mobile number on your medical records.

Know your Doctors

Dr Alex Trompetas - Senior Partner

Dr Neil Kelvin

Dr Val Gallagher

Associate GPs

Dr Mary Onianwa

Dr Jon Maries

Dr Lara Walford

Dr Sidra Beg

Dr Chris Tracey (previously a Registrar)

Dr Carrie Ross (previously a Registrar)

Registrars

Dr John French

Dr Nishal Velani

Changes

Dr Peter Campbell is now based at Warlingham Green Surgery. However will still provide cover when needed at Selsdon.

Booking / cancelling appointments on-line: Simplified procedure for registration



It is now much easier to register for this service. Simply go to: www.patient.emisaccess.co.uk complete the registration document with the security details required. In order to ensure these details are given only to you, please hand your completed form to a Receptionist. Once your details have been verified, the security details will be generated and put in a sealed envelope for you to collect. Please allow at least 48 hours for this, the passwords should then be available for you to take away. You can now change your address or phone details and leave non-urgent messages. You can find a link to this site at our Practice website under Appointments. Normal opening hours are currently 8.00 am to 6.30 pm Monday to Friday. Please remember that Reception is closed between 1.00 - 3.00 pm when the phones are switched to answer-phone. Please remember that a routine appointment is meant to last ten minutes and that one appointment is for one person only Try to arrive on time so that subsequent patients are not delayed. 'Book-on-the day' appointments are released on a daily basis for morning surgeries. For such appointments, you will be seen by the available healthcare professional and not by the one of your choice.

High Achievement

The Practice was inspected on the 7th January in the area of infection control. We are delighted to announce that it achieved a score of 97%, a brilliant result!

more news & information





Extended Operating Hours

You can now take advantage of extended opening hours at the Surgery. The Surgery is now open from 6.30 to 8.00 pm on Monday, Tuesday and Wednesday. These extended hours should make it easier for those who find it difficult to make an appointment with the Doctor during normal hours. Normal open hours are currently 8.00 am to 6.30 pm. Remember the Surgery telephones are switched to answer-phone between 1 - 3.00 pm weekdays.

If you are aged 40-74 without a pre-existing medical condition you may be eligible for a health check, please contact the surgery to check if you are eligible and book an appointment.



The NHS Health Check is a sophisticated check of your heart health. It checks your vascular or circulatory health and works out your risk of developing some of the most disabling but, preventable illnesses.

Think of your NHS Health Check as being your "midlife MOT". It checks that some of your body's most important systems are all running smoothly. Among other things, your blood pressure, cholesterol, and BMI will all be checked and your results given to you.

Your NHS Health Check can detect potential problems before they do real damage. Everyone is at risk of developing heart disease, stroke, type 2 diabetes, kidney disease and some forms of dementia. The good news is that these conditions can often be prevented.

Your NHS Health Check will assess your risk of developing these health problems and give you personalised advice on how to reduce it. It's free of charge, including any follow-up tests or appointments.

Congratulations

HCA Lauren Hawken gave birth to Isla Sian weighing 7lb 1oz on 13th April. Dr Mary Onianwa is expecting a baby in June. Congratulations all round.

Additional Practitioners

Nurse Practitioner:

Mrs Sue Earl

Nurses:

Nicki Pursey

Ruth Wake

Michele Fox

Wendy Stanhope

Associate Practitioners:

Lauren Hawken

HCA:

Vicky Bird

Nicki Gridley

Georgie Brackenbury

Leading the way

The surgery continues to be a teaching practice taking Year 5 medical students from St George's Hospital for six week rotations as well as GP Registrars for a period of 12 months.

Future Health Talks

- The Selsdon Patient Participation Group (PPG) has for many years, organised a series of Health Talks. These are held at St John's Community Church Hall, Selsdon. All are welcome and there is no charge. A variety of topics are covered, recent subjects were: OCD in children, ENT and Back Pain. We are interested to hear your suggestions for future talks, so please let us have your views.
- Posters are on display in the Surgery prior to each event, however, if you would like to be added to our e-mail list, to receive advance information, please leave your details at Reception. So make a note in your Diary now, the dates for this year's talks are:
- Wed. 1st June 2016 and Wed. 12th October 2016



Access to medical records

- Since April 2016 all GPs should offer their patients online access to information from their GP records. Your health/medical record can include: problems that you are treated for: information on allergies and adverse reactions to medication: your medicines: known long-term conditions such as diabetes or asthma: medical test results such as blood tests, allergy tests and other screenings: relevant lifestyle information such as smoking, alcohol or weight: personal date, such as your age, name and address: consultations. To access your health records you should call into the surgery with photographic ID. You must be over the age of 16 years. Once you have visited the surgery and provided photographic identification the Receptionists will be able to activate access to your medical records. Photographic ID is essential and every patient must present in person to proceed. These measures are to ensure strict patient confidentiality is observed and that no one has access to another persons medical records. Please contact reception for further details.

Prescriptions

- Selsdon Park Medical Practice offers electronic Prescriptions. This will save you a trip to the Practice to order or collect your Prescriptions. Please speak to our Receptionist or Pharmacist of your choice and request a Nomination Form. You can choose a Pharmacy suited to your convenience, for example you can choose one close to your place of work.

Did you Know?

- The Practice now offers additional services, you can book an appointment with a Podiatrist and/or an Osteopath. Kate De Angeli (County Podiatry) a private Podiatrist, visits the surgery on a Wednesday. You can contact her at: www.countypodiatry.net.
- A private Osteopath from Avenue Health operates clinics from the surgery, contact: www.avenuehealth.co.uk
- Bromley Healthcare - operates clinics from the Surgery offering diabetic services to Croydon residents with referral from their GP.
- N.B. In-Health no longer operates from Selsdon Park Medical Practice.