



The Selsdon Park Medical Practice

PATIENT PARTICIPATION GROUP

autumn 2014 newsletter

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



Welcome

to your 'new-look' newsletter which is brought to you by the Selsdon Park Patient Participation Group. We hope to publish at least four times a year, keeping you up-to-date with Surgery news, our extremely popular Health talks, new treatments and new ways to get in touch with your Doctor. For example, did you know that all patients can now book appointments on line? See below for more information.

Keeping informed



Informed patients get better, safer care....

For years, many switched-on GP practices have been working in partnership with their patients, ensuring that the voice of the patient population is heard, through Patient Participation Groups (PPGs). The Selsdon Park Medical Practice has been one of the leaders in this venture. Our PPG Group was set up in 1995 and its committee has grown over the years, to an active group of 20. The committee includes patients and medical representatives from the Practice. Our aim is to help maintain and improve the quality of care and to ensure services are responsive to patient needs and priorities. If you are interested in joining the group you can leave your details at the reception and we will give you a call to discuss.



Flu Vaccinations now available at the Surgery

Flu vaccines arrived at the beginning of October and vaccinations have already been taken up by many patients. Flu vaccination is strongly recommended for all patients over 65. It is also recommended for patients who suffer from other conditions such as asthma, heart disease and diabetes, conditions that may compromise their immune system or are otherwise at risk of contracting flu.

So if you haven't already done so, book your flu vaccine appointment today on-line or call the surgery on 0208 657 0067.

You can now book appointments on-line

- Patient Access lets you use the on-line services of the Practice. These may include arranging appointments, repeat prescriptions, secure messages, medical records and updating your details. In order to use this service you must first register for it. Simply visit our website, complete the registration document, which you will find under 'Appointments' and return it to the Surgery. You will then be given a pin number, which you will require to use this service.
- Normal opening hours are currently 8.00am to 6.30pm, Monday to Friday. Remember Reception is closed between 1.00pm and 3.00pm weekdays, when the phones are switched on to answer-phone.



KEEP CALM AND BOOK ONLINE



Extended Opening Hours at the Surgery

- You can now take advantage of extended opening hours at the Surgery. The Surgery is now open from 6.30pm to 8.00pm, on Mondays and Wednesdays.
- We hope these extended hours, will make it easier for those of you who find it difficult to make an appointment with the Doctor, during normal open hours. Normal open hours are currently 8.00am to 6.30pm. Remember the Surgery telephones are switched to answer-phone between 1.00pm and 3.00pm weekdays.

more news & information



Future Health Talks

As some of you are aware, the Selsdon P.P.G organises a series of Health Talks every year. 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 covered were: Dementia, Cardiology, Depression, Hernia and Children's illnesses. 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 prior information, please leave your details at Reception.

So make a note in your Diary now, the dates for next year's talks are:

Wednesday 21st January 2015

Wednesday 11th March 2015

Wednesday 3rd June 2015

Wednesday 14th October 2015



Important News for Pregnant Mums to be

Due to the increase in Whooping Cough cases, it is recommended that pregnant women from 28 weeks should receive the Pertussis Vaccination to protect new-born infants.

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.

Immunisations

The Department of Health has recently made various amendments to the current immunisation schedules, that are offered. From 1st June 2014, Meningitis C, previously given at 16 months, was replaced by a booster, given in adolescence at school. The Rotavirus immunisation is now offered orally to babies between 8 and 12 weeks. Shingles vaccination has been introduced for NHS selected patients at aged 70 and 79. The Flu vaccination will now be offered to a limited age range of pre-school children.

Private charges at the surgery

The surgery has introduced a new range of private charges for a number of services which are not covered by the core NHS service. These charges include travel vaccination for some of the more rare vaccinations needed for the more exotic destinations. The Department of Health publishes guidance on which travel jabs are covered by the NHS. The charges cover the cost of the vaccines, which have to be purchased privately and the cost of our staff (nurses and receptionists) who deal with the service. On some occasions and in particular if we have to order a rare vaccine in advance for a particular patient we may require payment in advance. In addition to travel charges we have also updated some of our charges for other work not covered by the NHS. Such work includes amongst others any legal work such as, solicitor reports and charges for Power of Attorney and Mental Capacity assessments. It also covers any form of insurance claims including some private referrals for treatment. Patients also ask us to write letters to schools or the local council. Finally at times we are required to produce private prescriptions for which we also now charge. Please note that in the case of repeat private prescriptions, particularly for drugs for erectile dysfunction, there will now be a charge. The good news is that Generic Viagra (Sildenafil) has now become an NHS prescription item and will be excluded from such charges. It is essential that we charge for services not covered by the NHS and in particular in times of financial difficulties in the NHS. This means that we are able to offer the free NHS services for all without private services taking up scarce resources. Thank you for your understanding and cooperation.

Dr Alex Trompetas, Senior Partner.

Mobile Telephones and e-mail addresses

The Surgery has, for some time, been sending text reminders to all patients, for whom we hold a mobile number, with confirmation of forth-coming appointments. The feedback we have received on this service has been very positive, it has helped to reduce the amount of "did not attend" and wasted appointments. With the increase in postal costs, the Surgery finds this way of communication with patients, very cost effective. 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, also please inform the Surgery of your current e-mail address.



Stoptober

Stop smoking with help from the Croydon University Hospital Trust's 'Stop Smoking Service' this October. You can still take up the challenge which commenced on 1st October.

Stoptober is the 28 day national stop smoking challenge. Research has shown that people

who manage to stop smoking for 28 days are five times more likely to stop for good. Set a quit date and contact the team at C.U.H. on 020 8401 3000 ext. 5906. It is very important that information held in your medical records is correct. Could you please ensure that the Practice is aware of your current smoking status.

