

# The Exchange Surgery

APRIL 2015

## NEWSLETTER

VISIT OUR  
WEBSITE FOR  
ALL UP TO  
DATE INFO!

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

### Goodbye to our Secretary

Corine Buchanan our medical secretary will be leaving us for a new position. She has been with us for 10 years and will be greatly missed by us all!

### Welcome Nurse Victoria

Victoria Clancy has joined us for a one year placement. She can now see you for:

- ◆ Dressings/Clip removal
- ◆ Blood Pressure Checks
- ◆ Holistic/NHS Health Checks
- ◆ Smear Test
- ◆ Stitches
- ◆ Immunisations

## Friends & Family Test Results !

We have been handing out surveys for the last 3 months on whether you would recommend our surgery to friends and family. So far we have received over 73 responses.

From these responses 94% said they were 'Extremely Likely' / 'Likely' to recommend us.

Thank you to those who took the time to give us your views and comments, The NHS friends and family test (FFT) is an important opportunity for you to provide feedback on our services.



**Please continue to leave us feedback by completing the survey at reception or on our website.**

## Patient Participation Group

Our second and very successful Patient Participation Group (PPG) meeting took place on Thursday 12th March 2015 at 7.00pm

Meetings are held every 6-8 weeks. If you are interested in joining The Patient Participation Group, please email:

[lamccg.exchangesurgeryreception@nhs.net](mailto:lamccg.exchangesurgeryreception@nhs.net)



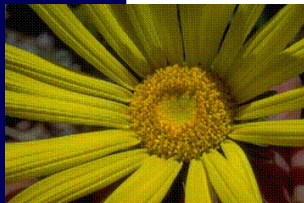
**Please go to our website to see minutes from the last meeting.**



**EASY, FAST &  
EFFICIENT  
ACCESS TO YOUR  
GP SERVICES!**

*“you can now  
access our GP  
services at home,  
work or on the  
move—wherever  
you can connect  
to the internet”*

**Working to  
provide  
quality  
patient care**



# New Online Access

Patient Access is the new name for EMIS Access. With Patient Access, you can now access our computer system at home, work or on the move - wherever you can connect to the internet. You will be able to:

- Book or change an appointment
- Order repeat prescriptions
- View your medical records

**Please note:** If you **ONLY** want access to book appointments online you **DO NOT** need to come into the surgery. You can simply register at [www.patient.co.uk](http://www.patient.co.uk) or use the link via our website. You can also download an app on your smart phone.

However, due to new legislation there is now a new form for patients wishing to have access to their medical records online as well as requesting prescriptions.

- Patients have to complete an application form and bring in two forms of identification. (Photo ID and proof of residence).
- Once completed Staff will issue you with a Patient Access form and password.

**This is to safeguard your personal information and to ensure there is no breach of your confidentiality.**

# Holistic Health Assessments

We are now offering a new health check for our patients called the Holistic Health Assessment (HHA). You can have the HHA if you are:

- ◆ **Housebound and over 65 years old , or Over 80 years old**

The assessments include:

- ◆ **Checking mobility and risk of falls**
- ◆ **Screening for infections**
- ◆ **Nutritional status**
- ◆ **Screening for Dementia**
- ◆ **Making any necessary referrals e.g. Podiatry/Audiology etc.**

We want to give you the best possible care and feel the best way to do this is to look at your health in an holistic way.

If you are interested and would like a health assessment please speak to someone at reception who will book you an appointment with our Nurse Victoria.

# Self Referrals

There are several services in Lambeth that enable you to self refer without having to see your GP first

- ◆ **Foot Health** - Please ask at reception for **The Foot Health Application Form** complete & hand in to the reception on the Ground Floor.
- ◆ **Lambeth Drug and Alcohol Service**  
Drop in or call if you are over 18, live in Lambeth and want some support with drug related issues.

**Address:** Lorraine Hewitt House 12-14 Brighton Terrace Brixton London SW9 8DG

**Tel:** 020 3228 1500

**Open to New Clients:**

Monday - Friday 9am - 11am

## USEFUL WEBSITES

<http://lambethandsouthwarkmind.org.uk/directory/lambeth-drug-alcohol-service/>

<http://yourcareyourway.lambeth.gov.uk/Services/775/Lorraine-Hewitt-House><http://www.slam.nhs.uk/>

**Self-Certificates** - The Statutory Sick Pay Regulations state that employers are required to accept self-certification notes (filled in by you) for the first 7 days of illness. These are available at reception

## Antenatal / Maternity

- ◆ **Kings:** Women can self-refer by calling the Maternity Helpline on: **020 3299 1380**
- ◆ **St Georges:** Ask at reception for a **antenatal self referral form** then either hand the completed form in directly to the antenatal clinic at St Georges or fax it to the number printed on the form.
- ◆ **Guys & St Thomas:** Ask at reception for a **antenatal self referral form** then either post the form to the address on the form or fax it to the number printed on the form.

*“ Why not save time jump the cue and self refer?”*

# GP Care While Abroad



## Going abroad?

Where ever you choose to go for your holiday please be sure you have medical travel insurance, have had all the necessary health checks and have enough of your medication. We have no responsibility and cannot offer advice or manage your health care needs whilst you are abroad. Including prescribing medication or giving advice over the phone or via email.

This is the case even if you are registered with us and are having problems due to antimalarial prophylaxis we have prescribed.

The NHS is a resident-based healthcare system so once you are back in the UK we can, of course, assume responsibility again.

# Are You Using A & E Correctly?



**DO NOT use A & E if it is not an emergency**

According to national surveys 39% of A&E attendances could have been treated elsewhere. Across south east London, A&Es see around 1500 patients a day. This means that 585 A&E attendances a day could potentially have been avoided! A & E should only be used when absolutely necessary as this service is for people who need urgent hospital care.

**BEFORE** attending A & E please contact us at the surgery to make an appointment. If there are none available that day we will be able to direct you to the right service for your needs.

Use: [www.notalwaysAandE.co.uk](http://www.notalwaysAandE.co.uk)  
to find the right treatment

Please see below for a variety of much easier and efficient ways to get the care you need. For more detailed info pick

## NHS Services & Contacts

⇒ **SELF CARE - Coughs & colds/Grazes**

You can treat these conditions at home

⇒ **PHARMACIES-Diarrhoea/Headache/upset stomach/sore throat / other minor illness'**

Your Pharmacist is a health care professional who can give advice and treatment for common conditions as well as dispense prescriptions. For minor illness or if we are closed please visit:

**Day Lewis Pharmacy** - Gracefield Gardens which closes at 7pm or

**Westbury's Pharmacy** - on Streatham High Road which closes at midnight 7 days a week

⇒ **GP - Backache/ Ear pain / vomiting**

Your GP is your first port of call for ongoing illnesses or injuries. Call us at:

- ◆ **8.00am** for same day morning appointments
- ◆ **12.00pm** for same day afternoon appointments
- ◆ **10.00am** for advance appointments (up to 7 days)

⇒ **WALK IN CENTRES -Severe cuts/ burns / sprains / strains**

If you have urgent or severe but not life threatening illness and you are unable to get an appointment with your GP then attend **Gracefield Gardens Walk in Centre (1st floor Streatham High Desk / 2nd floor on the weekends and bank holidays)**

⇒ **SELDOC**

When we are closed or on weekends and bank holidays the out of hours doctors will call you and assess your condition, then direct you to the best place to go or come out to you if necessary please call **SELDOC** on: 0208 693 9066

⇒ **NHS** on: 111 for advice on local NHS services best suited to your needs

⇒ **A & E - Severe chest pain/ choking/ loss of consciousness** This service is **ONLY** for people who need urgent hospital care.