



Norbury Medical Practice Newsletter – April 2019



THREE BEFORE GP

One of the main complaints from patients is that they have problems getting an appointment at the surgery. Given that the Practice looks after nearly 11,000 patients, and the Doctors and other professional staff deal with nearly 50,000 consultations per year, there is considerable pressure on the appointments system, and the GPs, Nurses, Receptionists and supporting staff will do their best to see patients as soon as possible. However, the following information may be helpful in seeking medical care.

The Royal College of GPs (RCGP) are urging the public to take up the “Three before GP” mantra, asking them to first see whether their problem could be dealt with through **(1) self-care, (2) seeking help from reputable online resources** or **(3) getting assistance from a pharmacist**.

Having taken these 3 steps and still feel the need for a GP appointment, then you can help by making the best use of the number of appointments that are available to patients.

MAKING AN APPOINTMENT AT NORBURY MEDICAL PRACTICE

Appointments can be made by telephoning Reception or by visiting the Surgery or by using one of the On-Line systems – please see section on next page. The telephone number is 020 - 8679 - 6591. Our appointment lines are especially busy first thing in the morning so we ask all patients to bear this in mind and try to call at another time if possible.

The reception telephones are open from 8.00am in the morning until 6.30pm in the evening, every day from Monday to Friday.

The surgery doors open at 8.30am in the morning, every day from Monday to Friday.

The doctors consult from 9.00am until 12.00am in the morning and from 4.00pm until 6.00pm in the afternoon, every day from Monday to Friday.

The Practice offers extended doctors’ clinics between 6.30pm – 7.00pm on Mondays, Wednesdays and Thursdays, for people who are unable to access the GP surgeries during the usual opening hours due to their work commitments.

An automated text reminder service has been introduced and patients are invited to complete a “postcard” sized form available from the reception desk giving the Practice their mobile ‘phone number, and the system will text appointment reminders to patients.

CANCELLING AN APPOINTMENT AT NORBURY MEDICAL PRACTICE

There continue to be a large number of patients who book advance appointments and then Do Not Attend (DNA) without informing the surgery beforehand. This typically “wastes” at least 200+ appointments per month, and those appointment slots could have been offered to other patients waiting, and reduce the time that they have to wait for an appointment.

If you are unable to attend an appointment with one of the Doctors or Nurses, then please inform us as soon as possible as this will assist others waiting for appointments. By giving us as much notice as you can you are helping us to make sure that someone else is given your slot.

The Practice will be taking a strong line on DNAs, and if patients miss two appointments without informing the surgery beforehand, the Practice will write to the patient giving a warning and possible further action.

The other alternatives for patients are to attend one of the GP Hubs, or to attend the new service set up by the Croydon GP Collaborative (CGPC) which is run from Brigstock Family Practice.

PATIENT ACCESS TO ON-LINE SERVICES - <https://patient.emisaccess.co.uk>

EMIS Patient Access lets you use the on-line services of your local practice. These may include arranging appointments, repeat medication, secure messages, medical record and updating your details.

If patients would like to register for this, they should bring a photo ID to reception to obtain a Practice ID number and Access ID number in order to create an account. Once you've created an account you will be able to use the On-Line services of the Practice from your home computer to order repeat prescriptions and to book On-Line Appointments etc.

CROYDON GP HUBS - <http://www.croydongphub.co.uk/>

Need to see a GP but can't get a Practice appointment? The Croydon GP Hubs can help.

Call NHS 111 before you go to pre-book an appointment or wait to be seen without an appointment at one of the GP Hubs in Central Croydon, Purley, or Parkway from 8.00am to 8.00pm, seven days a week, if you require medical assistance that cannot wait for you to see your own GP:-

Central Croydon	East Croydon Medical Centre, 59 Addiscombe Road, CR0 6SD
Purley	Purley War Memorial Hospital, 856 Brighton Road, CR8 2YL
Parkway	Parkway Health Centre, Parkway, New Addington, CR0 0JA

The GP Hubs are staffed by experienced urgent care GPs and nurses and offer assessment and treatment for adults and children with minor injuries and illnesses such as:

- Urinary tract infections, earache and sore throats, headaches and rashes
- Bruises
- Strains and sprains
- Superficial burns and scalds
- Care of minor accidental wounds including those that require closure
- Bites and stings
- Minor head injuries
- Minor limb injuries
- Minor skin and tissue infections
- Removal of foreign bodies from eyes, ears and noses
- Emergency contraception

CROYDON GP COLLABORATIVE (CGPC)

In order to improve patient access, a new service has been set up by the Croydon GP Collaborative (CGPC) which gives greater flexibility to patients who are registered with 18 Practices in North Croydon including Norbury Medical Practice. The service is run from Brigstock Family Practice and will provide patients with additional routine and same day appointments outside their normal Practice's opening hours. **Please Note:** Patients will continue to be registered at their normal GP Practice as this does not alter their registration.

Location: - 83 Brigstock Road, Thornton Heath, Surrey CR7 7JH

Opening Hours: - Monday – Friday 18.30 to 20.00 and Saturday 09.00 to 15.00

Bus Routes: - 198, 250, 450

Rail: - 0.3 miles from Thornton Heath Station

Appointments: - GP and Nurse appointments can be booked by your own Practice up to two weeks in advance. The Doctors and Nurses you will see may not be your own, so you will be asked to provide consent for them to view your medical records before an appointment will be given. If you are seeing a nurse for dressings, you must take those that your practice has prescribed you as they may not have the ones you require. **Please Note this is not a walk in service for urgent care.**

Cancelling your appointment: - If you are unable to attend your appointment it is important to let us know so that we can offer it to someone else. You can do this by informing your own practice during their normal opening hours or alternatively calling Brigstock Family Practice on 020-8689-7800