



Norbury Medical Practice Newsletter – February 2018



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.

RCGP chairwoman Professor Helen Stokes-Lampard said: “**Three before GP**” is a quick way to summarise to people to think - before you come to the GP surgery for an appointment have you done these three basic things: (1) Self-care - so can I look after this myself? Then (2) using online resources like NHS Choices - a reputable source of online information. In years gone by we’d have said look in the family health book but now it is an online resource. Then (3) seeking advice via 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

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

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.

PLEASE TURN OVER

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.

NEW MOBILE APP TO ACCESS HEALTH SERVICES – www.ilovemygp.com

A new App is available for your mobile 'phone called **myGP** offering an on-line patient facing service.

If you provide the Practice with your mobile 'phone number, we will send you a welcome text message that will contain a link to download the **myGP** App.

Once you have downloaded **myGP** App, you can sign up remotely by simply entering your mobile number and date of birth into the App.

You then have access to care wherever you are with your mobile, and may:-

- book and cancel your appointments 24/7,
- be invited (if entitled) to a free flu jab or NHS Screening Test,
- record & monitor your blood pressure and weight which helps the doctor to provide you with important advice about making important lifestyle changes,
- set up daily, weekly or monthly reminders for all of your medications,
- book and cancel appointments for your children, family and dependents,
- access your medical records, and order a repeat prescription

Using your mobile phone to access **myGP** is complementary to the **EMIS Patient Access** on-line system using your home computer.

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

EMAIL ADDRESSES

The Practice has been collecting patients' email addresses so that Newsletters and other helpful information can be emailed to patients' home computers. We will also be using the email addresses to invite patients to be involved with on-line surveys about the Practice. If you have not already provided your email address, you may complete a "postcard" sized form available from the reception desk.