

Francis Grove Newsletter

www.francisgrovesurgery.co.uk

July 2019

5* Rating

The practice now has a 5* rating according to the NHS Choices website. Thank you for all of those that have left feedback, it is much appreciated.

Staff Changes

We would like to introduce our new receptionists, Pauline, Lucisha and Hafsa. We also have a new administrator Davina who will be working alongside Jo to process all of our clinical correspondence.

We have employed a new GP, Dr Amrita Mankia, who will be starting on the 5th August

Dementia Awareness Day

On the 25th July the practice held a Dementia Awareness Day. The aim of this day was to offer annual dementia review to patients who are currently diagnosed with Dementia and memory tests for patients over 65. We also had representatives from the Merton Dementia Hub were able to offer help and advice. The day was a huge success.

New Check-In Screen

Our new check in screen has been installed and is now slightly lower which should help with access for wheelchair users. The system is now capable of asking patient specific

questions which should help the practice with information gathering.

Electronic Referral Service (eRS)

The NHS e-Referral Service (e-RS) allows GP's to refer patients to the hospital of their choice during the patients' consultation. Patients can choose their clinic appointment and book it in the GP surgery at the point of referral, or later at home on the phone or online.

As with anything new this system will take some getting used to and your patience during this time would be much appreciated.

Primary care networks

Since the NHS was created in 1948, the population has grown and people are living longer. Many people are living with long term conditions such as diabetes and heart disease, or suffer with mental health issues and may need to access their local health services more often.

To meet these needs, practices have begun working together and with community, mental health, social care, pharmacy, hospital and voluntary services in their local areas in primary care networks.

At Francis Grove we have formed a PCN with Lambton Road Clinic. We hope that this will enable us to commission proactive, personalised, coordinated and integrated health and social care by commissioning services that are appropriate for our patients.

Proxy Access

Proxy Access allows parents to view the records of children less than 11 years of age via patient access. If you would like to set this up please speak to one of our receptionists. We are still working on the processes that will allow carers to view the records of the patients they care for. We will keep you up to date on the progress of this.

Phlebotomy Service

We have a phlebotomy service (blood taking) working out of the surgery on a Monday, Wednesday, Thursday and Friday from 8.30am-12.30pm.

NHS Cervical Screening Programme

Being screened regularly means any abnormal changes in the cells of the cervix can be identified at an early stage and, if necessary, treated to stop cancer developing.

Please book and appointment with one of our nurses or attend our drop in clinic on a Wednesday morning.

Carers

We want to recognise and acknowledge carers, both adult carers and children caring for adults. Our aim is to try to link them with support networks such as Carers Support Merton. Please let our reception know you are a carer or have a carer and we will send you information on your entitlements and support you can receive.

Emergency appointments for Children

We will always prioritise children if they need to be seen. Please mention the age of the

patient when you are booking an appointment for a child.

Online access for appointments, repeat Prescriptions and blood test results

We are doing really well now with 30% of our patients having access online to service such as appointment booking and repeat prescription requests. This frees up phone lines for people who do not have internet access and means you can do things quicker and easier at times that suit you. All you need is to come in to the surgery with Photo ID to set up your account.

Patient Participation Group (PPG)

We hold a PPG meeting Bi-Monthly where patients come together with the Practice Manager and often one of the GP Partners to discuss issues that are pertinent to the surgery and to work together to find solutions. Our PPG is well attended, with enthusiastic patients who want to support the surgery to improve its outcomes and provide the best service possible to its patients. This meeting is a great opportunity to gain an insight into the wider issues impacting on the surgery and the borough of Merton and PPG opinion has influenced changes we have made and approaches we have taken to thing.

Francis Grove

Patient Participation Group

A WORD FROM THE CHAIR.

Dear all,
Welcome to the latest edition of our newsletter. You may have noticed that the weighing scales that were in the waiting room have now gone. This is due to the fact that they were abused and broken beyond repair and unfortunately as a group we cannot supply new ones. Apologies to those of you who did use the scales correctly and were keeping an eye on your weight for either your own records or for the GP.

As a group we said goodbye recently to one of our longest serving members, LN you will be greatly missed by all of your friends in the group, your sense of humour is truly unique.

We have a had a couple of new receptionists start in the past couple of months, and they seem to have settled in very well, as if they've been here for a long time. As a group we like to welcome the new GP Dr Mankia to the practice and look forward to working with her in the future.

We are looking for new members for the Patient Participation Group, if you feel you could give up 1.5 hours of your time in the evening, every 8 weeks or so then please could you leave your details at the reception and someone will be in touch with you as soon as possible. If however you feel you cannot commit to this, then please remember we also have virtual members, who have all the benefits of physical members, but do not need to attend meetings, unless they feel they want to. Details on how the PPG works can be found on the Practice website, just click on the PPG header.

Wayne Penegar.
Chair, Patient Participation Group.

Useful contacts

Carers Support Merton	020 8646 7515
Dementia Hub Mitcham	020 8687 0922
Kingston Hospital	020 8546 7711
Merton Vision	020 8675 4246
St Helier Hospital	020 8296 2000
St George's Hospital	020 8672 1255
Wimbledon Guild	020 8946 0735
CLCH website details-new community services in the borough	
http://www.clch.nhs.uk/about-us/where-we-work/merton.aspx	
Merton IAPT	0203 823 9063
Improving Access to Psychological Therapies. Self-Referrals preferred	
Email: mertoniapt@addaction.org.uk	
For referrals please email:	
MERCCG.miapt@nhs.net	
<u>Pharmacies</u>	
Superdrug	020 8946 5612
Barkers	020 8946 9668
Boots	020 8946 1673
Chem Co	020 89469668
Day Lewis	020 8947 8803
D Parry	020 8946 0414
Ridgway	020 8946 7829