

Ingleton Avenue Surgery Patient Participation Newsletter

2018 EDITION

Update from the PPG Group

The Patient Participation Group meet regularly with the aim of improving the overall experience for all patients. We review all feedback received by the Practice whether online, in our comments box or via the text messages. Our plan of work is formed from our own experiences and the feedback you give so please continue to comment whenever asked.

Over the past year, we have supported the upgrade of the waiting room and there are now new seats, blinds and leaflet racks for patients to use.



The surgery now offers online appointments and repeat prescriptions. All you need is your own email address. To sign up just ask for a form at reception and once it's completed and you have provided photographic ID, you will be issued with joining instructions and can book a Doctor's appointment and order your repeat medication simply by logging in, we currently have around 7% of patients signed up but are keen to get more patients using online services. Sign up today!

New website

We have a new and improved website with lots of useful information and self help guides for patients to use. The link is www.ingletonavenuesurgery.co.uk. Please take a look as your question may be answered just by checking the website.

Flu Season 2018

We continue to offer the flu jab to eligible patients. You may be asked by your pharmacy to have the flu jab there but it is preferable for us to administer the vaccine as this is then recorded promptly on your patient record. Additionally, our services are at threat as they are being offered out to other providers and without your support we cannot stay open and provide a full range of services. Bookable sessions are available and one of our clinicians can offer you a vaccine on most days so please do continue to support us.

65 Years and over – There is a new vaccine available for patients in this age group and deliveries and stocks are limited.

Under 65 – The usual arrangements apply.

Prescriptions

A reminder that prescriptions take 48 working hours to process. Wherever possible we endeavor to ensure that you will not run out of medication but please order in plenty of time particularly if you are going away.

Staffing update

Dr Proenca has now left the Surgery following her training placement. Dr Muotune is continuing and Dr Owolabi has joined the team for a year as she completes her final stages of GP Training.

Jan Adams, our Practice Nurse, left us in April 2018 and has been replaced by Beatris Whyte who is an experienced Practice Nurse.

Services update

- Blood tests - We are no longer able to provide phlebotomy Services at the Practice. Blood tests need to be done at either Queen Mary's or Queen Elizabeth Woolwich, the opening times will be on your form.
- Health Visiting – we no longer have a baby clinic at the Practice. Health visiting Services have been taken over by Bromley Healthcare and a list of clinics can be found on their website
- Contraception –In addition to Dr Gill and Dr Bui, Dr Trice is now offering coil fitting and removal. Any patient interested in this service should book in for a consultation with the relevant GP.

Reminders

1. If your mobile phone number has changed, please inform reception
2. Sign up for online services
3. Book up early for travel vaccinations
4. If you receive a text asking you to make an appointment please respond. Monitoring is an important part of your healthcare.

GP Hub Services

.Patients can now benefit from an appointment with a GP on a weekday evening, weekends and bank holidays in two new GP hubs. Pre-bookable routine appointments are available from 6.30pm-8pm Monday to Friday and 8am to 8pm weekends and bank holidays.

PLEASE NOTE THAT THIS IS NOT A WALK-IN SERVICE, APPOINTMENTS ARE BOOKED VIA THE PRACTICE.

GP Hub Locations

Queen Mary's Hospital, Adult learning disabilities and community services department, B Block, Frognaal Avenue, Sidcup, Kent DA14 6LT.

Erith Hospital, main entrance, Park Crescent, Erith, DA8 3EE.

The following numbers, with an answerphone, are available for patients wishing to cancel appointments:

Telephone: Queen Mary's Hospital 020 8269 4120

Telephone: Erith Hospital 01322 356 150

Where possible we would always advise that you see your regular GP who has full access to your medical history

GDPR

The new GDPR rules became applicable on 25/5/2018. Further details can be found in our waiting room and on our website.

Book Donations

Thank you to everyone who donates books to our charity book stall. This has proved very popular and as a result we have been able to make donations to Save the Children, Breast Cancer Awareness, Greenwich and Bexley Hospice and Brain Cancer charities. Please continue to support us by donating and buying books. Unfortunately, due to a break in last year the collection pot has to remain securely behind reception but a receptionist will be more than happy to help.