

Francis Grove Newsletter

www.francisgrovesurgery.co.uk

February 2020

Doctor Link

Doctorlink is a symptom checker app that you can download to your phone. Doctorlink connects you to local NHS services, allowing you to check your symptoms confidentially online, 24/7, and book face to face appointments with your own GP, when you need them.

Test Messaging

Receptionists are now able to text patients directly using a new piece of software. Receptionists will be contacting people for the purposes of asking them to contact the practice either by phone or in person. Texts will only be sent to patients who have consented to being contacted in this manner. The texts will not contain any clinical information.

Staff Changes

We would like to introduce our new receptionists Kaja and Jacqueline. We appreciate your patience whilst they complete their inductions.

New Website

The new practice website has now gone live!! We hope that you like it. It is much more interactive and intuitive than our last website. Please have a look, your feedback on any suggested changes are very welcome: www.francisgrovesurgery.co.uk

Influenza Vaccinations

If you are over 65 or have been diagnosed with a certain chronic conditions you will be entitled to a free NHS Flu Jab. Please talk to reception to get booked in with one of our why not book online via patient access.

Electronic Prescription Service (EPS)

We are upgrading to the next phase of the Electronic Prescription Service (EPS) which will mean that almost all our prescriptions will be processed electronically.

Electronic prescriptions help save the NHS money.

If you already have a nominated pharmacy you will not notice any change. If you do not have a nominated pharmacy when you request a prescription a token will be generated that you can take to any pharmacy that will dispense your medicines. Read more about EPS on the NHS website

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 (PCN's).

At Francis Grove we have formed a PCN with Lambton Road Surgery. 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.

Online Proxy Access

When a patient turns 11 years old proxy access to their patient access account is automatically restricted. The proxy user will be notified 3 months prior to the patient's birthday. Following this the options would be for the patient re-authorise the proxy access account or to establish their own online user account if they are deemed competent to manage their own account by one of our GPs.

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.

Corona Virus

The latest advice issued from .gov.uk states the following:

Four patients in England have tested positive for coronavirus

UK Chief Medical Officers are advising anyone who has travelled to the UK from mainland China, Thailand, Japan, Republic of Korea, Hong Kong, Taiwan, Singapore, Malaysia or Macau in the last 14 days and is experiencing cough or fever or shortness of breath, to stay indoors and call NHS 111, even if symptoms are mild.

This information updates daily so please look out for updates at the practice.

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.

Francis Grove

Patient Participation Group

A WORD FROM THE CHAIR.

Welcome everyone to the first newsletter of 2020. Firstly I would like to thank everyone who took part in the Patient Participation Group Survey in December. Some of the answers we got for what would make your experience better were very interesting, including a karaoke bar. But on a serious note, some of the answers were very constructive and we will be looking into the feasibility of implementing one or two of them. I'm hopeful that the results will be published online in the near future, as well as having a hard copy in the waiting room, for those of you that wish to see them.

You may have noticed that the all new Francis Grove Surgery website launch towards the end of December and has a completely new look and lots of new exciting features. These include being able to send a message to the Doctors, Nurses and Reception directly. An excellent way for you to be able to email and ask any of those mentioned a question that you may have forgotten at the time and it saves you having to make another appointment or phone in. Your query will usually be answered within 2 working days, but please remember that if you are asking the Doctor a question, this service is not for urgent medical needs.

If you are interested in becoming a member of the Patient Participation Group, please leave you details with the reception and someone will be in touch with you as soon as possible. We have both physical and virtual memberships. As a physical member you can attend our meetings, which are held on average every 8 weeks, in the evenings and last 1.5 hours. Virtual members have all the same benefits of physical members, but do not need to attend

meetings, unless they are available to do so. The Group is open to anyone who is a patient at the Surgery and would like to help it be the best it can be. Details of what we do can be found on the website under the PPG banner.

Wayne Penegar.

Chair, Francis Grove Surgery 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- community services in the borough

<http://www.clch.nhs.uk/about-us/where-we-work/merton.aspx>

One you Merton website, for lifestyle and health information and support

<https://www.oneyoumerton.org/>

Pharmacies

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