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[www.plasmeddygsurgery.com](http://www.plasmeddygsurgery.com)

## PATIENT NEWSLETTER WINTER 2017

### CAR PARKING

The surgery car park is solely for staff use. Please do not park across the entrance as unobstructed access is required at all times for both doctors and ambulances. If you need to come by car, please park in Parkhurst Road where parking is available for 1 or 2 hours in dedicated bays.



### CHRISTMAS AND NEW YEAR

Many thanks for all your generous gifts! They were much appreciated! We wish you all a very Happy New Year and a healthy 2018.



### CONTACT DETAILS

Please make sure you let us know of any changes to your contact details. It is important that we have the correct details so that we can contact you and be able to send appointment reminders by text message.



### BUILDING WORKS

We are having a new reception counter and new flooring installed early in January. We have planned it so that there is minimum disruption but please accept our apologies if you are inconvenienced in any way.

### BLOOD PRESSURE CHECKS

If you are on medication for high blood pressure, you need to have your BP checked once a year. Please make an appointment at reception. Anybody aged between 40-75 should have their BP checked every 5 years.

### DUTY DOCTOR/EMERGENCY APPOINTMENTS

If an urgent appointment is requested for the same day, please provide the receptionist with as much information as possible so that the Duty Doctor can assess according to clinical need. The duty doctor may then telephone the patient to determine whether an appointment is necessary and, if so, will book them in for the afternoon surgery.

If the Doctor assesses the patient as non-urgent, the receptionists will call to book in for a routine appointment.

### RAFFLE THANKS

Thank you so much to everyone who bought tickets for the PPG raffle. The PPG raised an amazing £1487 for the surgery! We have purchased a 24 hour blood pressure monitor, have had a wheelchair kindly donated and will shortly be purchasing other items that will benefit our patients.

### ONLINE SERVICES

- Book/cancel appointments, order repeat medication and view summary information by signing up for Patient Services. Download a form from our website or ask for one at reception.
- Download the NHS online app to your phone or device to book/cancel appointments, consult your GP or get self-help advice.
- Consult our doctors online by accessing our eConsult service via the practice website.

### FEEDBACK

We welcome feedback on how we are doing so we can improve our service.

Please complete the 'Friends and Family Test' questionnaire forms in reception or on our website, rate our surgery on the NHS Choices website ([www.nhs.uk](http://www.nhs.uk)) or respond to the Friends and Family text you may receive.



### GP APPOINTMENTS

**18:30-20:00 WEEKDAYS**

**08:00-20:00 WEEKENDS/  
BANK HOLIDAYS**

Patients can now be seen for routine appointments in GP Hubs at Queen Mary's Hospital, Sidcup and Erith Hospital.

You will be seen by a local GP who, with your consent, will have access to your medical records and we will receive full details of the consultation automatically.

If you have a non-urgent problem and can't wait for our next routine appointment, please call our receptionists who will be happy to book an appointment for you. Please see our website for further details or ask at reception.

### CONGRATULATIONS

To our very own Cynthia Hart-Jones on winning the Patient-First Award at the recent Bexley GP Practice Awards. Well deserved!

### SHINGLES VACCINATION

You are eligible for a shingles vaccination on the NHS if you are:

- Aged 70
- Aged 78
- Born after 1/9/42 and in your 70s
- Aged 79

Please make an appointment with one of our nurses.

### FLU

There is still time to have a free NHS flu vaccination if you are eligible. Please contact reception to book an appointment with a nurse.



# NHS HEALTH CHECK

Helping you prevent  
diabetes  
heart disease  
kidney disease  
stroke & dementia

Aged 40-74? Then you may be eligible for a free NHS Health Check.

Even though you might be feeling great, if you're over 40 you may be at risk of heart disease, stroke, kidney disease, diabetes or dementia. An NHS Health Check can help you reduce these risks and stay healthy.

Everyone aged 40 to 74 years old in England will be invited for a free NHS Health Check once every 5 years (apart from those already seeing their GP for certain conditions). Watch out for your invite in your month of birth or telephone reception to make an appointment.

## IF YOU'RE HAVING DIFFICULTY BOOKING AN APPOINTMENT.....

**761** appointments were booked and not attended in 2017!

**398** GP slots and **363** nurse slots



**132** were double appointments (20 minute slots), **10** were triple appointments (30 minute slots), **1** was a 40 minute slot

**33** were for blood tests.

If you cannot make your appointment, please call us on 01322 470595 so that we can offer it to someone else.

## PATIENT PARTICIPATION GROUP NEWS

### PPG RAFFLE

A big thank you goes out to everyone who purchased tickets for the raffle. Thanks to your generosity we raised £1487 for the surgery so they can purchase items that will benefit Plas Meddyg's patients.

We would also like to thank all the local companies and individuals who donated such great prizes.



### DO YOU KNOW WHAT WE DO?

The Plas Meddyg Surgery Patient Participation Group (PPG) exists to work in co-operation with the surgery to ensure that patients are at the centre of the service provided. Although independent of the surgery, the PPG is there to support the hard-working staff at Plas Meddyg while ensuring that patient concerns or suggestions are given due consideration.

A representative from the Plas Meddyg PPG serves on the local Clinical Commissioning Group Patients Council thereby allowing the voice of local patients to reach the decision makers for the local NHS.

### SHORT OF TIME BUT STILL INTERESTED IN THE PATIENT PARTICIPATION GROUP?

We are looking to increase our 'virtual' membership of the group which means that all the news and views from the PPG is delivered to your email rather than having to attend meetings. So, if you have an interest in your local health service or wish to raise any issues, you can sign up to be a virtual member by leaving your name and contact details in the PPG box in the surgery.

