

Lambton Road Medical Practice (LRMP)

Patient Participation Group (PPG)

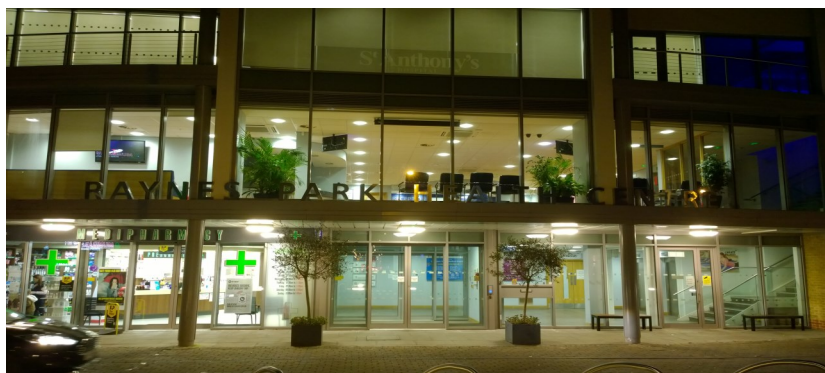
Newsletter No. 21: Winter 2018



Written by patients for patients

PPG Members:

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The PPG Needs You!



The Lambton Road Surgery PPG is seeking new members across all age groups to join the team.

The PPG is a group of patients who meet with practice staff regularly here at the Practice to decide ways of making a positive contribution to the services and how to offer the best support and advice to the surgery and its patients.

Your contribution may help to make a difference to all those who use the practice and ensure the patient voice is heard. We would like to invite you to consider joining this friendly group to help influence the ways in which we can improve patient experience.

If you are interested in joining please read more about the PPG here:

<https://www.lambtonroadmedical.nhs.uk/practice-information/patient-participation-group>

Or Email us at lambtonroadppg@hotmail.co.uk for more information.

Getting an Appointment

The most common complaint we hear from patients is about how long it takes to get an appointment. Over 1,000 appointments are made each week at the practice but the number of patients using automated booking is still relatively low.

Did you know that you can register to use online appointments and access other medical information, using a system run by EMIS, on the website <https://patient.emisaccess.co.uk>

Book Online:

To use this system you need to obtain a patient code that is personal to you. Take your ID (passport, driving licence, utility letter with your name and address) to the reception and ask for your unique patient code. You can then use this to set up an online account and book online appointments. Although there are only so many appointments available online, the more patients use this system, the more appointments the Practice will be able to transfer from direct voice telephone calls.

Automated Telephone Bookings:

You can also book using the automated telephone service. Before you can use this, you must make sure that the telephone number you use to ring the Practice is the number on your records. You can do this by taking your ID to reception and asking them to check your phone number. Again if more people use this service, more appointments can be made available.

We are aware of problems and delays for patients ringing the Practice. However, you may not know that the Practice receives over 500 calls on a Monday and so delays to connecting to an operator are almost inevitable even though the Practice has additional call-handling staff working.

Did Not Attend!

It is disappointing that at the same time as patients have difficulty obtaining an appointment, many appointments are lost because patients do not attend after booking.

It is good news that in the past month at Lambton Road Surgery 93% of patients kept their appointments but when they do not attend it inevitably means that other patients have to wait longer for an appointment. Without the 'no-shows' about 15 more appointments could be available every day.

Please make sure you cancel if you can no longer attend an appointment.

Blood Service

The PPG has been very active in lobbying the Practice to maintain a local blood-taking service for patients, when their GP orders a blood test.

The service open to all patients from Kingston Hospital, (ground floor at Lambton Road Medical Practice) has been withdrawn except for patients having blood tests ordered by Kingston Hospital consultants. The Practice has been very supportive of the case for blood testing for all patients and we are pleased that a service is now available by appointment in the Practice.

If your GP orders a Blood Test, ask the receptionist for an appointment in Lambton Road. This will save you a trip to the Nelson Hospital.

Flu Jab:

To book a flu vaccination appointment at the practice you can call the Lambton Road dedicated flu booking number (020 3883 5908) between 10am and 2pm or use the regular number (020 3883 5900) at other times.

Alternatively, you can book an appointment directly in person at reception.

More information available here:

<https://www.lambtonroadmedical.nhs.uk/practice-information/flu-vaccination/>

News in Brief:

Reception telephone answering times

We want to highlight to patients that telephones will not be answered by reception staff after 6.30pm on Weekdays or 10.00am on Saturdays. This is to allow the practice staff time for other administrative tasks. Messages can still be left via telephone, automated and online bookings are also available during these times.

Picking up prescriptions

If you are coming into reception to pick up a prescription for someone else you need to have proof of identity or have already been assigned as someone who is able to pick up for that person.

Picking up test results

You are not allowed to pick up test results for other people from the practice. This can only be done in person.

Practice Newsletter

The practice also published its own newsletter that contains further information and news. You can read it here:

https://www.lambtonroadmedical.nhs.uk/practice_news/practice-newsletter/

Merton Health Hubs—Now Open

We would like to update patients to a new initiative you may not be aware of, Merton GP Health Hubs.

The hubs are part of Merton CCG's improvement plans for primary care in the borough. Overall Merton will be offering up to 50,000 extra GP appointments this year, many will be offered at weekends or from 8am to 8pm in the week. Both hubs offer 'on the day' or advance appointments.

The hubs are located alongside GP practices at the Wide Way Medical Centre, Mitcham and the Nelson Medical Practice Wimbledon. These new services, being run by your local GPs, aim to save you time and mean that you do not have to visit our local accident and emergency (A & E) departments unnecessarily.

For further information and how to book into the hub go to:

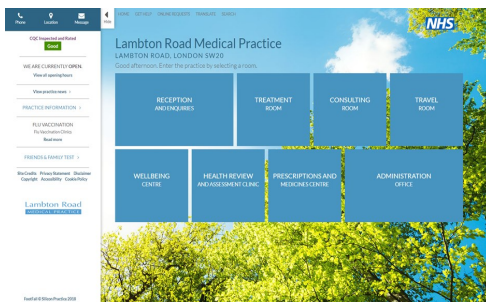
<https://www.mertonccg.nhs.uk/Local-Services/improved-access-to-gp-services/Pages/Two-GP-hubs-make-it-easier-to-see-a-GP-in-Merton.aspx>

Website & Social Media

Website

The Practice have launched an updated website which you can access here:

<https://www.lambtonroadmedical.nhs.uk/>



The new look will hopefully provide an easier and more user friendly way of getting the latest news regarding the practice and other information. There is also a section on the work of the Patient Participation Group (PPG) and how you can get involved.

Twitter

The PPG group have launched a Twitter account to help spread news about the Practice and other health related advice. You can follow us on

@lambton_rd_PPG

