



Written by patients for patients

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IN THIS ISSUE:

- Primary Care Networks
- Babylon - GP at Hand
- Social Prescribing
- Telephone and Text

PRIMARY CARE NETWORKS – A CHANGE COMING TO YOUR PRACTICE

The NHS wants GP practices to form bigger groups, called Networks, with some shared services across practices. Networks are a step towards having more services at the GP Practice, so fewer patients have to go somewhere else.

At first, there will only be a few extra services - for example, more times to see a Practice pharmacist, who could look at your medicines and slots to see a social prescriber, offering health improvements in a different way. Over time we may see more new services locally.

Your Practice, Lambton Road Medical Practice, has joined a network with Francis Grove Practice, Wimbledon. It is still early days and new services are still being worked out. The Lambton Road Patient Participation Group (PPG) is working with the PPG from Francis Grove to look at what is on offer and keep an eye on new services when they start. We will spread the news as services change.

Our PPG view: More services should be good for patients—we will wait to see how services change and let you know.

WHAT IS SOCIAL PRESCRIBING?

Sometimes medicines and pills are not the best or the only answer to a problem. Something else might be better. If exercise can make people healthier and happier, why not get people to go to a gym?

Social prescribing gives GP practices more ways to help patients. Social prescribing schemes are often run by voluntary and community groups. Patients might be a volunteer, join arts or practical classes, garden or just join a social group.

Our PPG view: We think this is good news—we will let you know more as it happens. If you have any ideas about what might help, please let us know at our email address, lambtonroadppg@hotmail.co.uk



DIRECT LINE FOR VULNERABLE PEOPLE

Some people, often older people, have more health problems and sometimes need to contact the Practice quickly. There is a special number for these patients. The number is answered every morning, from 10.00 to 12.00 for direct calls. If you think you might need this service, ask at reception for a card with the Blue Star Patient Line number. At other times, ring the main Practice number, (0203 883 5900).

GETTING INFORMATION FROM THE PRACTICE

Our PPG View: We think the way the practice communicates with patients is very important to us all—we want to work with the Practice to see what more could be done.

We are looking into how the Practice talks to you at the moment, using letters, phones, email or newsletters or through the practice website. Tell us how you find using phones, computers or letters to get information from the Practice, email lambtonroadppg@hotmail.co.uk

Four ways to Book to see a Doctor

- **Online booking:** To use this system, take ID to reception and get your log-in details on the national system. Then you can use this with your own password to book a time.
- **Phone booking:** There is an automatic system. Check at the desk that the right phone number is in your records (again bring some ID) or it will not work. Your phone number gives an easy and direct way to identify who is calling, without a pin number.
- **Speak to Reception:** You can ring from any phone and speak to someone (before 5.00 on weekdays, before 10.00 on Saturday mornings) but you may have to wait at busy times.
- **At the Desk:** You can call in to make a booking at the desk when the Practice is open.

CHANGING TIMES — CHANGING SERVICES

You may have noticed that there have been several changes in the clinical services available at Lambton Road Medical Centre.

- Lambton Road Medical Practice: first floor, full range of NHS GP services, GP and nurse practitioner appointments, pharmacist advice and taking blood for tests.
- Kingston Hospital: outpatient services on the ground floor but no longer takes blood.
- Medipharmacy: on the ground floor, one of four local pharmacies.
- Mediclinic: ground floor, provides minor cosmetic services, as a private provider. It is not part of the NHS so you will pay a fee for services.
- Wimbledon Chiropractic Clinic: ground floor, provides treatments for muscle and bone problems outside the NHS. You can use their services, for a fee, without seeing a GP first,
- Stratum Clinics: second floor, private dermatology clinic. You can go directly to them if you are paying for your own treatment but will need a letter from your GP if using insurance.
- Babylon – GP at Hand: third floor, a different style of free NHS GP service, starting with some online checks on your problem and an online video meeting with a doctor. If you need to be seen in person, you can book a time online to be seen on the third floor or at other Babylon clinics in London. If you register online with Babylon, under NHS rules, you must leave Lambton Road Medical Practice on the first floor. You will only be able to see Babylon doctors for your primary care while you are registered with Babylon – GP at Hand.

Our PPG View: Patients have always been able to change GP practices in different areas. Now you have a choice of different ways of getting primary care in Raynes Park. You will stay with Lambton Road Medical Practice unless you register with Babylon. You will then leave Raynes Park Medical Practice but can return later, under NHS registration rules.

KEEPING APPOINTMENTS — COULD DO BETTER?

The Practice loses about 300 bookings a month when patients do not come as planned and do not cancel in advance. Although sometimes this can help the GPs catch up, when they are running behind, the bookings are often wasted.

Our PPG View: Patients tell us that it is hard to book to see the doctor sometimes. Please tell the Practice in good time if you cannot come for your booked time so that someone else who needs it can see the doctor.



WE ARE TALKING TELEPHONE NUMBERS...

With more use of smart phones and text messages, there are more ways to keep in touch today than ever. Lambton Road Medical Practice has several ways of using phones to keep in touch with patients. This includes booking to see a doctor using an automated system and getting reminders about your appointments. There is also a way for a GP who sees your test results, or just wants to get in touch, to send you a text, straight from your record on their computer to your mobile phone. A mobile phone number can also be recognised straight away by telephone systems so you do not have to use a PIN number to show it is you who is calling.

BUT....these services can only work for you if the Practice has the right phone number for you on your records.

Our PPG View: When you are next in the Practice, take the chance to check that the Practice has the right mobile phone number for you. Then the Practice can get in touch and you can make appointments, if you want to, in another way.



CONTACT US

Email: lambtonroadppg@hotmail.co.uk

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Practice Website:

www.lambtonroadmedical.nhs.uk