



Lambton Road Medical Practice

1 LAMBTON ROAD, LONDON SW20 0LW | 020 3883 5900

NO. 11 | JANUARY 2020

Happy New Year!

Lambton Road Medical Practice moves into the New Year and new decade working in a Primary Care Network (PCN) with Francis Grove Surgery.

We will share some back office functions, a social prescriber and senior pharmacist (who joins us in March) and hope our collaboration brings health benefits for all.

Our core hours are Monday to Friday, 8am to 6.30pm. We also offer pre-booked slots until 8pm Monday to Thursday and on Saturday mornings.

Our phone lines are now closed outside core hours and NHS 111 should be used for medical advice when our lines are closed. If NHS 111 feel you need to be seen by a doctor or nurse, they will organise an appointment for you. This may be at Lambton Road which now has Federation-funded Hub sessions. Other locations include the Nelson Medical Centre and Wimbledon Family Practice.

Website

Our practice website (www.lambtonroadmedical.nhs.uk) is regularly updated and is a good source of practice information. **DoctorLink**, a symptom checker and appointment booking facility, is a recent addition.

If you register for this service, you can check your symptoms and receive advice. This may be self-care or to see a pharmacist but, if the conclusion is to see a GP, DoctorLink enables you to book in to a slot on our system reserved for DoctorLink users. If all allocated slots have been used, it will notify the practice or the NHS 111 service to contact you. This form of artificial intelligence is rapidly improving and can be a very useful resource when you are unsure as to the most suitable person to contact.

doctorlink 

New Eye Services

From January, Merton CCG have commissioned a network of local opticians capable of assessing and treating many common eye conditions (e.g. red eye, flashing lights and floaters) directly, without you needing to see a GP. Our GPs may also refer you these colleagues with a short 24-48 hour wait (rather than hospital services with much longer wait times) if you consult them.

Our website gives details of local opticians offering this enhanced service and our reception team may also signpost you there.

Physiotherapy

The Merton MSK Service is for people with musculoskeletal problems and offers self-referral for physiotherapy. For more information, please visit www.connecthealth.co.uk/clinic/the-nelson-health-centre or call 020 3795 3430 to refer yourself into the service.

Long Acting Contraception

Drs Alpa Patel, Vicky Farrow and Susie Earle offer coil and implant fitting at Lambton Road. Please book through reception if you are interested in this option.

The sexual health clinics at Patrick Doody Clinic and Wide Way Medical Centre also offer this service. For more information, please visit: <https://www.shswl.nhs.uk/clinic-locations> or call 0333 300 2100 between 8am and 7pm Monday to Friday to book an appointment.

Alcohol Services

The New Year is often a time when many of us decide to take a break from alcohol. Dry January is promoted as having lots of health benefits and is supported by increasing numbers of people in the UK.

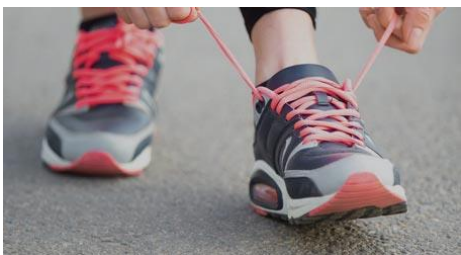
Alcohol Concern's app to register for this (Try Dry: the Dry January app) can be downloaded from www.alcoholchange.org.uk. Health benefits of increased energy, weight loss and better sleep are promised.

Local help is also available. WDP Merton is a recovery-focused service offering free and confidential treatment and support. The service is based at 7-8 Langdale Parade, Mitcham CR4 2YS and the team can be contacted on 0300 303 4610 or at info.merton@wdp.org.uk.

Lose Weight/Get Fit

Trying to lose weight is a common theme after the holiday period. One You Merton's website contains a class finder facility to help you find local activities and the team's health advisors can offer you advice and support on being more active. For free one-to-one support from a local health advisor, available Monday to Friday between 9am and 5pm, please contact 020 8973 3545 or visit www.oneyoumerton.org/moving.

Lambton Road Medical Practice is delighted to have signed up for the **Parkrun**. Going into 2020, we encourage our staff and patients to get involved and get fit. For more information, and to register, please visit www.parkrun.org.uk/register.



National Diabetes Prevention Programme (NDPP)

Around two-thirds of adults and one-third of children are now overweight or obese, driving higher and higher rates of type 2 diabetes. We are now trying harder to identify those patients with 'pre-diabetes'.

Those found to have 'pre-diabetes' (i.e. elevated sugars approaching the diabetic range) can now benefit from the National Diabetes Prevention Programme (NDPP). Around 4 million people in the UK live with type 2 diabetes. Diabetes and its complications cost the NHS more than £10 billion to treat every year and it is estimated that 1-in-6 hospital beds is occupied by someone with diabetes. Rates are increasing so tackling obesity and lifestyle and education is essential.

The 9-12 month programme aims to provide people with tools to help themselves, changing lives and freeing up vital NHS resources.

The programme is designed to stop or delay the onset of the illness through a range of personalised lifestyle interventions including:

- education on lifestyle choices
- advice on how to reduce weight by healthier eating
- bespoke physical activity programmes

Each month we review our patient data and send out invites to this programme. If you are identified as pre-diabetic and invited to join the programme, we strongly recommend that you do. Diabetes can cause strokes, heart attacks, blindness and foot amputations. Prevention must be the better option.

The **Diabetes Champions** are a group of volunteers for the NHS, trained by Diabetes UK, who raise awareness of diabetes in their community and harder-to-reach communities. Their purpose is to help reduce the growing number of people developing type 2 diabetes by sharing resources and empowering the people they meet. They explain the risk factors associated with diabetes, how to reduce or delay the possibility of developing diabetes and how to test for diabetes.

For more information, or to register your interest in becoming a Diabetes Champion, please contact Jo Holden, the service's lead, at mw.diabeteschampions@swlondon.nhs.uk.

Social Prescriber

The new Primary Care Network has provided some funding to introduce social prescribing into general practice.

The title is somewhat unclear but it is essentially a service to help you to take control of your own health, make positive lifestyle changes and decide what to do to feel healthier. The social prescribing service will listen to you and connect you with opportunities in the local community that may help you feel better. This could include supporting you to manage stress, loneliness, finding social groups, learning new skills, physical activity or getting information on employment, benefits, housing and legal advice.



At Lambton Road, we are delighted to welcome Kemi Oyebo. If you feel you would benefit from seeing her, please speak to reception or your nurse or GP. Alternatively, please contact us via our website.

If you would like a large print version of this newsletter, please ask at reception.

GP Survey

From January 6, NHS England will be randomly sending out postal surveys to patients all over the country.

We strongly encourage you to return this if you receive one. If you need help completing the survey please ask at reception. We consistently encourage feedback to help us improve our services but this external survey is also important as it effectively ranks us against our peers in Merton and the whole of the UK.

Experience tells us that 'unhappy' people tend to reply before 'happy' ones, so PLEASE do not ignore it if you do appreciate us and, if there are issues, please speak to our management team here as we can do nothing about an anonymous survey.

Flu

Post-Christmas, flu is starting to circulate. We still have some flu vaccine.

If you are over 65, or in an at-risk group, it is not too late to benefit. Please book at reception or online.

Wishing everyone a happy healthy 2020.

Best wishes

Dr Penelope Smith

(Senior Partner)

FOR YOUR INFORMATION

Address: 1 Lambton Road, London SW20 0LW

Phone: 020 3883 5900

Website: www.lambtonroadmedical.nhs.uk

Email: merccg.correspondenceH85051@nhs.net