

GREENSIDE MEDICAL PRACTICE

NEWSLETTER

WINTER 2020

A New Year and a new decade. We wish a happy new year to all. Welcome to the Winter edition of our Newsletter. We hope you find it useful and interesting. Please let us know if there are any items you would like included, and this will be considered.

Practice News

STAFF NEWS

Since the last newsletter we have recruited 1 new member of the reception team Megan.

CORONAVIRUS

As you are aware there is a global Coronavirus outbreak. This virus is contagious and we would request that if you have recently returned from China and have flu like symptoms that you do not come to the surgery, but telephone and one of the GP's will call you. If the surgery is closed please call 111.

WEBSITE

The Practice now has a new website – <https://www.greensidemedicalpractice.nhs.uk>

MEASLES

Measles is featuring currently in Coronation Street. As you may have seen a baby who has not been fully vaccinated has become ill and has had to be hospitalised. Last year, there was a measles outbreak in Croydon with more than 40 cases confirmed between January and August.

As children develop, they are exposed to many risks, one of these risks being infections. Most of these will cause mild illnesses. However, despite great medical advances, infections can still result in severe illnesses, disability and at times death.

Everyone who is not immune is at risk of contracting the virus and passing it on to others.

Please ensure that your children are fully vaccinated. If you are in doubt, please speak to your GP or Practice Nurse and they will be able to advise if you child has missed or is due vaccinations

DOCTORLINK

The practice is introducing Doctorlink, which is a free app where you can check your symptoms and be guided towards the right care, whether it's booking an appointment with your NHS GP, directing you to your nearest pharmacy or advising on home care.

SUMMARY CARE RECORDS (SCR'S)

Your SCR contains information on medicines you are taking, all allergies you suffer from and any bad reactions to medicine that you have previously experienced. More information can be added to your SCR which can include long term health conditions, relevant medical history, health care preferences, your personal preference, immunisations and specific sensitive information.

If you would like more information or you would like your SCR to be updated please ask one of the receptionists for an information leaflet and form.

LINK WORKER

Aliya a Social Prescribing Link Worker has recently joined the practice undertaking varying roles and responsibilities. She is non-clinical and the GP can refer you to see her in her Wednesday afternoon session. She can help with befriending, disability support, employment advice, loneliness and isolation, volunteering etc. If when you next see one of the GP's that think you might benefit from an appointment with Aliya please let the GP know and if appropriate he will ask you to make an appointment at reception.

CHANGE OF CONTACT NUMBERS AND ADDRESSES

If you change your contact number or move house please ensure that you advise reception. If we do not have the correct information we will be unable to contact you with results etc. and if you do not respond to letters that are sent you may be de-registered from the surgery.

If you are over 18 can you please check with reception that we have your correct mobile number.

Family & Friends Feedback

The Practice really values your feedback about the service we offer and whether you would recommend us to other people. If you can take the time, please complete a Friends and Family form after your consultation – **your feedback is very important to us.**

Don't just go to A&E...

You could get quicker treatment closer to home

- Greenside Medical Practice 020 8240 0072
- Lennard Road Practice 020 8680 2270
- GP Hub – East Croydon Medical Centre, 59 Addiscombe Road CR0 6SD
- GP Hub Purley War Memorial Hospital, 856 Brighton Road, CR9 2YL
- GP Hub Parkway Health Centre, New Addington, CR0 0JA
- Emergency Dental Service (Croydent) – 0845 000 4567
- Emergency Contraception – 020 8714 2861
- NHS 111
- The local pharmacies can treat minor ailments
- NHS direct – www.nhsdirect.nhs.uk

NON ATTENDANCE FOR APPOINTMENTS

The Practice DNA rate (Did Not Attend for an appointment) is increasing. The number of people who did not attend their appointment in the last 3 months was

771

Every month, many hours of doctor and nurse appointments are wasted simply because patients have failed to turn up or cancel in advance.

Please, please, contact the surgery if you are unable to attend for your appointment – this will then be used for another patient. If you do not receive text reminders please notify reception.