

# ROYAL DOCKS MEDICAL PRACTICE

# NEWSLETTER

## Autumn 2017

By doing this you will help the practice to provide an accessible and responsive service and you will be

### Flu clinics

Text messages have been sent out to patients. Please book an appointment with one of our nurses to have your flu jab or the nasal spray for children ages 2, & 3

### **OUR NEW PRACTICE WEBSITE HAS BEEN LAUNCHED**

**[www.royaldocksmedicalpractice.co.uk](http://www.royaldocksmedicalpractice.co.uk)**

**Please take a look at our new WEBSITE lots of patient information and forms you download**

### Virtual Patient Participation Group (vPPG)

Do you have something to say? Do you have ideas about how to help improve your local practice?

Do you have ideas about how you would like to see services provided, or improved?

Then join our 'Virtual Patient Participation Group'

### **What is the Virtual Patient Participation Group?**

This is a group which has been set up in response to patients that have said they would like to be involved in a Patient Group but are unable to attend meetings. As a member of the Virtual Patient Participation Group we will send you emails asking for your opinion on a range of topics. **You decide how often and when you would like to answer.**

### **Benefits of becoming a member**

amongst the first to hear about news and updates.

We would like to know how we can improve our service to you and how you perceive our surgery.

We aim to gather patients from as broad a spectrum as possible to get a truly representative sample. We need young people, workers, retirees, people with long term conditions and people from non-British ethnic groups. If you are happy for us to contact you occasionally by email please ask at reception for the sign-up form and complete all the fields.

With thanks

**We welcome Dr Kafayat Omikunle to the Practice She is our GP Registrar and joined us in August 2017.**

### **Appointment booking system :**

We now offer pre bookable appointments up to 6 weeks in advance. On the day appointments will be available at 8.30am

### **Extended Hours**

This service provides appointments on a Mon, Tues, Wed, Thurs, Fri evenings & Saturday Mornings to book call 0207 511 2075.

**Appointments are held at 10 different surgeries in Newham**

### **PRESCRIPTION REQUESTS.**

Please allow 48 working hours.

Prescriptions can now be ordered by fax 0207 511 1492 or email:

**[Newccg.royaldockspractice@nhs.net](mailto:Newccg.royaldockspractice@nhs.net)**

We do not respond to medical enquiries via email. If your medication review is due you must see a doctor to obtain your medication.

The date for this will appear on the right hand side of green prescription form.

**We now offer electronic prescribing;** patients need to sign a consent form with the chemist they wish to nominate.

### **Arriving late for appointments**

Anyone who arrived more than 5 minutes late for their appointment will be asked to re-book

### **On Line Appointment Booking.**

**Website:** we now have a website for our patients to access with general information about the practice, useful telephone numbers and clinics available.

Booking appointments is now available on line. Please speak to receptionists to register.

Visit: [www.royaldocksgp.com](http://www.royaldocksgp.com)

### **Telephone Numbers / Change of Address & email contact details**

Patients are reminded to update our reception with their change of address/telephone numbers & email details. We sometimes have difficulties contacting patients where telephone numbers are unobtainable and addresses have changed.

Please provide a current utility bill as proof of change of address.

### **Cancelling appointments.**

The Practice has a strict DNA policy. It is appreciated that occasionally patients are unable to keep their appointment with the nurse or doctor. However it is extremely important that the surgery is notified as far in advance as possible so that another patient can be offered an appointment. All patients who do

not attend an appointment will be contacted by letter advising them of our DNA policy

### **Blood Tests**

We now have a Phlebotomy clinic on Wednesday and Thursday mornings

Appointments must be pre booked, show receptionist blood form when booking appointment and ensure you bring the form on the day to avoid being sent away.

### **Touch Screen booking in system:**

We have a touch screen booking in system and kindly ask all patients to book themselves in on arrival at the surgery- you can book in 20 minutes before your appointment time. We encourage you to use the touch screen to confirm we have the correct contact details etc for you

### **Vascular Clinics**

Heart MOT for vascular check-up: please book an appointment if you are 40-74 to have your heart MOT, please inform reception this is what your appointment is for as it must be booked into a vascular clinic.

**Chronic Disease Management** patients receiving medication for high blood pressure, asthma, cholesterol, heart disease, diabetes, strokes and chronic kidney disease should be seen at least 6-12 monthly to ensure they remain on the best treatment for current symptoms. Please book an appointment with the Practice Nurse . Patients receiving long term treatment for hypothyroidism and epilepsy should have blood levels checked prior to yearly review.

### **Letters, passport signing and form completion.**

You must have been registered with the practice for a minimum of 2 yrs.

Patients are advised that the charge for these requests has increased to £20. Note: **There are NO exceptions**

like to arrange an appointment to discuss this service.

### **Chlamydia**

We offer a **free confidential** service for all 16-25 year olds for Chlamydia screening. Please ask at reception or when seeing a clinician

### **Holiday Vaccinations**

We are a designated yellow fever centre and are able to offer all patients not just those registered at the surgery a yellow fever vaccination. The charge for this is £50.00 per person vaccinated.

**Meningococcal Meningitis Vaccine** – the charge for this vaccine is £50 per person vaccinated

### **Baby Clinic –**

**1<sup>st</sup> & 3<sup>rd</sup> Wednesdays of each month 1.30-3.30pm**

Please ask at reception if you would like your child to receive his/her immunisations during baby clinic.

- **Practice Nurses Vongai & Alice** : are able to see patients for the following:
- Asthma, Diabetes(Vongai only)
- Sexual health concerns
- Emergency contraception/contraceptive advice.
- Smear Tests Travel health
- Wound care
- Contraception; repeats of OCP, depot.(contraceptives need to be started by Nurse Vongai or a doctor , then can be repeated by either nurse)
- Ear care e.g. ear syringing
- New patient health checks.
- BP checks
- Flu Vaccines
- Smoking Cessation
- Heart MOT (vascular clinic)

**The Practice offers the contraceptive implant service—please ask at reception if you would**