The Albion Surgery Newsletter

July 2023

What’s new in the surgery?

Whats New in the Surgery?

**A Farewell message from Dr Elphick**

Dr Elphick retired as a GP Partner on the 23rd of July after 28 years’ service and has the following message for her patients.

‘I would like to express my heartfelt thank you for all the kind messages and gifts I have received. I would also like to take this opportunity to thank all the patients I have looked after over the years as a family doctor at the Albion surgery. It has been a privilege and honour working at a very special practice and getting to know so many different people over the years. I would like to wish all my patients all the best in the future’.

**Leavers**

Dr Warren left the practice in May for her next adventure in general practice.

Dr Ammusah will be leaving us on the 18th of July, she is emigrating to Canada with her family and we wish her all the best for her future.

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**Building Work**

Building work has commenced in the main building to create 3 additional clinical rooms, 1 on the ground floor and 2 on the first floor. Our Administrative team are now based in our ancillary building. Reception are happy to take messages for our team which include secretaries, prescribing clerks and care co-ordinators, these will be passed on to them to contact patients if there are any queries relating to prescriptions, referrals or any other matters.

**Joiners**

We are pleased to welcome Dr Fijten as one of our new Partners

Dr Chitambara and Dr Henderson will be continuing as salaried doctors in August.

News of Events

Dr Agyekum, GP at the Albion Surgery recently worked with the APL PCN to host a menopause awareness event at the Marriott Hotel in Bexleyheath. We would like to thank our PPG, BVSC and Mind for their support.

Feedback was very positive with comments such as:

‘Fantastic talk, which covered everything I needed to know. Great presentation’

‘Great personal perspective showing that we aren’t alone’

For your information

**Flu clinics**

Patients aged 65 and over and those at risk will soon be receiving a text message that they can book into our flu vaccination clinic that is being held on Saturday 16th September(times to be confirmed). Our reception team will also be able to book patients in for their vaccination on this day.

Please note your doctor recommends you have the flu vaccine at the practice so that continuing healthcare can be monitored.

**FREE healthy heart checks**

We believe strongly in patient health promotion and offer comprehensive checks to all our patients. We are also pleased to be able to offer health checks for all patients between 40-74, who do not have any existing conditions such as, diabetes, hypertension or coronary heart disease and have not had a health check in the last 5 years.

If you are interested in having a free healthy heart check, please make an appointment to see the Health Care Assistant Lorraine.



Patient Access is a great resource for you to book appointments with the GP,

see future appointments and order repeat medication. If you have not

already and would like to sign up for Patient Access, please see reception who will happily set up your Patient Access and email your codes.

For this you will need to bring in: photographic ID (passport, driving license or freedom pass) and one document dated within the last 3 months as proof of current address (utility bill or bank statement).

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Patient guide

**Appointment Booking**

For routine or follow up appointments you can book an appointment at the practice using the NHS or patient access app. These appointments are available up to 3 weeks in advance and released daily.

For all other queries or problems please complete a E-consult using the link on our website. This service is most appropriate for new/urgent problems, where you are seeking advice first, when you cannot wait for the appointments available or if you are unsure if an appointment is required.

If you are unable to complete an E-consult or book an appointment online please contact the practice by telephone or in person and our reception team will take your details and signpost you correctly.

Please note if you are unable to successfully complete an E-consult as you have symptoms the system has triaged as urgent E.G Chest Pain please follow the advice given by E-consult. Usually these symptoms require emergency department assessment so please follow the given advice.

Please note that we have many health professionals working in the practice team so following your query you may be directed to a GP, Paramedic, Nurse, Pharmacist, Advanced Clinical Practitioner or another external NHS service as appropriate.

**Morning, Evening, and Saturday appointments**

Our surgery is part of a small group of surgeries called a Primary Care Network and we work together in a number of ways.  Our neighbouring GP surgeries in the Primary Care Network are known as the APL PCN, details of the surgeries and locations are as follows

**Bursted Wood Surgery**

219 Erith Road, Bexleyheath, DA7 6HZ

**Lyndhurst Medical Centre**

41 Lyndhurst Road, Bexleyheath, DA7 6DL

**Plas Meddyg Surgery**

40 Parkhill Road, Bexley, DA5 1HU

In addition to our normal opening hours, we also offer appointments in the morning, evenings and on Saturdays at one of the above surgeries.

Our registered patients will be able to book routine GP appointments and Nurse appointments between the hours of 18:30-20:00 weekdays and 09:00-17:00 on a Saturday. We hope that this will help you have greater access and more flexibility of when you are seen. Please note only our fully registered patients can be seen at these locations.

These appointments should not be used for a follow up appointment, as continuity of care is important, but if you have a non-urgent problem and can’t wait for our next routine appointment, please call our receptionists who will be happy to book an appointment for you.

The Nurse or local GP will, with your consent, have full access to your medical records and we will receive details of the consultation automatically.

**To book an appointment for evenings and Saturdays**

Contact us in the usual way (by phone or online) to make an appointment.

Alternatively, if you need any support, please contact NHS 111

online ([www.111.nhs.uk](http://www.111.nhs.uk/)) or by calling 111 if you do not have access to online services

**Checking in Machine**

Patients are reminded to use the checking in machine which is located next to the reception window. Patients sometimes find the system slow, but are encouraged to use with patience.

**Reports**

Please note that patients’ requests for paperwork, eg, private letters, insurance claims and holiday cancellations etc will incur a **standard set fee**.

A list of current fees can be obtained from reception. If you are unsure of the cost, please ask to speak to a receptionist who will check this for you.

Please note processing such requests may take up to 10 working days.

**Prescriptions**

Prescriptions will be ready to collect within 3 working days – either EPS or from your chemist or in the surgery.

**Not attending or cancelling appointments**

A recent audit has shown that up to **50 appointments are lost per week** because patients fail to inform us that they no longer require their appointment.

Thank you to those patients who inform us if they are unable to attend an appointment.

Please help us to help our patients by informing us as soon as possible if you no longer need your appointment. We can then offer this to someone who is in need of seeing their doctor or nurse.

***MOBILE PHONE NUMBERS/E-MAIL ADDRESS***

***If you haven’t already given us your mobile phone number or e-mail address, please ensure that you provide this information at your next visit.***

**Patient Participation Group (PPG)**

Our Patient Participation Group has now been running for 9 years and we have an established Group of members. The group is a member of NAPP (National Association for Patient Participation).



The group is involved with fundraising for the Practice and for various charities. They provide a patient voice towards patient services.

All of our patients are automatically members of this group if you want to be involved more please leave your details with the reception team and a member of the group will contact you.

We are always seeking new members who can bring their individual ideas to the group and represent their age groups.

**Young mums or dads – joining the PPG would enable you to have a voice**

**Teenagers – we are seeking teenagers to join the PPG and would welcome virtual members to the group as your ideas are just as important.**

Please give reception your details and a member of the PPG will contact you with more information

***We would like to thank the PPG for all their hard work in continuing to support the practice.***