***The Albion Surgery Newsletter November 2020***

*We would like to take this opportunity to thank all of our patients for their support and understanding during the current Covid-19 Pandemic. As our patients are aware, we have had to adapt and make significant changes to the appointment system and the way patients access the doctor, nurse or clinical team. We realise this has been a challenging time for many of our patients and would like to reassure patients that we are committed to safe patient care and that continue to follow Government Guidance.*

*![MC900371064[1]]()*

***Staff News*** *![MC900347445[1]]()* 

Dr Stoate retired from General Practice in April 2020. He is currently enjoying his retirement and having many adventures.

Dr Vasishta and Dr Bately have joined as registrars

Dr Ammusah, Dr Warren and Dr Bassi have all joined as salaried GPs

Tanya Walker has joined us as an Advanced Clinical Practitioner

Petro Lambros has joined our pharmacy team

***Checking in Machine***

Due to Covid-19 this is currently not being used, all patients should check in with our reception/Care navigators

***Private Non NHS Paperwork***

Please note that patients requests for paperwork, eg, private letters, insurance claims and holiday cancellations etc can be requested by the e-Consult system. This will incur a **standard set fee**. A list of current fees can be obtained from reception and will soon be available on our Website. If you are unsure of the cost, please ask to speak to a receptionist who will check this for you.

***Contacting Patients ![MC900433861[1]]() ![MM900318057[1]]()![MC900383830[1]]()***

We are currently updating all patient contact details and would be grateful if you could inform us of any relevant telephone numbers, in particular mobile numbers and e-mail addresses.

We are registered with **IPLATO** which is an electronic texting service. We are now able to remind patients of their appointment date and time. Patients can also **cancel** their appointments using this system. In the future, we will be using this method to inform patients of our flu clinics and any other services we feel should be communicated in this way eg Patient Participation Group news.



***Appointment System***

Due to the current Covid-19 situation, all requests for advice/appointments/documentation should be requested via an e-Consult as this helps our practice team deal with each request in a timely and safe manner.

The benefits include:

* Improved/speeded up access to clinical expertise as e-Consults are triaged throughout the day and answered within 48 hours
* A streamlined ‘patient journey’ – request dealt with by the most appropriate member of practice team
* 24/7 ability for you to request advice (NB: e-Consults only looked at during the working week from Monday to Friday)

We understand that some of our patients may find completing an e-Consult form challenging and we want to reassure our patients that our Reception Team/Care Navigators are happy to signpost patients to a central support hub where care navigators will assist with the completion of the e-Consult form.

If you have a medical condition that requires **IMMEDIATE or URGENT** attention, for example patients who are receiving cancer treatment; patients who are receiving palliative care; patients with a learning difficulty, please contact our reception team for further advice.

***GP Hub***

We can now offer an extended appointment service via the GP hub.

Locations are based at Queen Mary’s Hospital and Erith Hospital during Monday-Friday, 6.30pm-8.00pm and Saturday- Sunday 8.00am-8.00pm. Appointments can be made by phoning the surgery and asking a receptionist to check availability. Appointments can be booked up to two weeks in advance.

***NB: please note GP hub appointments are subject to change during this present Covid-19 situation.***

***Anticoagulant clinics***

We provide anticoagulant clinics to a number of residents in Bexley who take the drug Warfarin. The service is available to registered and non-registered patients who are referred via the community service.

If you wish to join our Community Anticoagulant Clinic, please ask your registered GP to refer via the Choose and Book System. If you have any queries or would like more information please telephone the surgery.



***Patient Participation Group (PPG)***

*Joining the PPG would enable you to have an opportunity to discuss with us how the surgery operates - as well as adults we are also seeking teenagers to join the PPG and would welcome virtual members to the group as your ideas are just as important*

*If you are interested in becoming a member please telephone reception with 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.

***REMINDER***



**The surgery car park – this is strictly for Doctors and staff only – any unauthorised parking will be subject to a fine or police action – please note barriers are locked throughout the day.**

**Please note we are not responsible for any damage to vehicles that are parked illegally on our private land.**

**CCTV now operates in our staff car park and the main entrance to the practice**