

Melbourne Grove Medical Practice

Newsletter June 2016

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Now open Saturdays!

Good news folks! We will now be opening Saturday mornings.

We understand that many of our patients work outside of Dulwich, and as such they really struggle to get back to the practice in time for an appointment, even for the late evening surgeries we were running before.

We hope that opening on Saturdays instead of weekday evenings will make it easier for people to book in with the GPs at a time when they are not at work. Also, we anticipate that busy parents and carers will also find this a useful service.

There will not be any urgent or same-day access on Saturdays, and at present the morning surgery is open for pre-booked GP appointments only. The extended primary care service (EPCS) is open at the Lister Health Centre from 8am-8pm 7 days a week, we would recommend seeing your pharmacist for most complaints, and the usual emergency care exists at the weekends via SELDOC, the Urgent Care Centre, and A+E if a true emergency occurs.

Our receptionists will be available for queries, for delivering and collecting prescriptions and to help signpost you to weekend services.

We would love to hear feedback about these changes, and welcome you to 'Melbourne Grove Weekends'! With warm regards to you all,

Dr Jonathan Love, Clinical Lead GP

Opening Times

Monday	8am – 6:30pm
Tuesday	8am – 6:30pm
Wednesday	8am – 6:30pm
Thursday	8am – 6:30pm
Friday	8am – 6:30pm
Saturday	9am – 1pm (Pre-booked only)



Contact us (comments, complaints, and ideas):

Telephone: 020 8299 0499

Email: souccg.mgmp@nhs.net

Online Patient Access

Did you know that you can now register for our online services? Doing so gives you additional ways to interact with us, making it easier and more convenient for all our patients. We hope that these services will free up the telephone lines for patients with no Internet access, and enable our practice to manage appointments and telephone calls more efficiently. The number of patients currently registered to use online access is 80 – it would be wonderful to sign lots more people up – if you are interested, let us know!

How to register

If you want to use online services, you will need to first register. Parents and carers are allowed to request a login for their dependents too. Please contact our reception team with photo ID and proof of address, and they will be able to provide you with the information you require to register for online access. The system allows you, once registered, to use any of the following services.

Online appointment booking

You are able to view, book and cancel appointments from home, at work or on the move – i.e. wherever you can connect to the Internet. What is more, because Patient Access is a 24-hour online service you can do this in your own time day or night. Our online appointments booking facility will soon be open for *all* available appointments.

Order repeat prescriptions

You can request a repeat prescription from the practice by logging onto the Patient online Access system and selecting the medications that are required, which will then be reviewed and prescribed by your GP.

Change your contact details

The system allows you to change your contact details online, so the practice always has your most up-to-date telephone numbers, address and email.

Medical records access

Patients of the Practice who have registered for online services are able to have secure online access to their medical records. This includes current medications, immunisations, allergies, and coded information such as diagnoses and diseases, and measurements such as weight and BP.

For further information, please speak to our receptionists, or visit our website www.mgmp.co.uk



Meet the team:
Amanda Foyoh

Amanda is one of our Customer Service Officers, and has been working at the surgery since 2013.

Working at Melbourne Grove has been very inspiring, the people are willing to go an extra mile to help each other, and the work is equally valued. I think we definitely have an open door culture here.

Holding this role alongside studying for a degree in psychosocial studies provides the opportunity to work and learn from practitioners with various skills. This certainly ties in with my aspiration to practice as a social worker.

Last year, I went to South Africa where I volunteered on a project supporting the elderly and children with disabilities. The experience was both humbling and rewarding. I intend to undertake a master's degree in social work as I prepare for a career working with children and the physically challenged.

Twitter



To keep you updated with practice news, health information and events, we are re-launching our twitter feed. Follow us @MelbourneGrove

This will be to provide information only, we cannot respond to messages from this account. Please email or telephone the surgery if you have any queries.



Diabetes Awareness Week: 13-17th June 2016

Please pop down to the surgery during Diabetes Awareness Week, as our practice will be running a series of events about diabetes. The timetable for the week will be on display in the waiting room and posted to our diabetic patients. But everyone is welcome to come and join us for activities such as an evening walk, a healthy-eating talk, or have your blood test as you drop-in! We will have patients sharing their experiences, and doctors and nurses available to answer your questions too; and you can even have a blood test done if you are concerned about your own risk of diabetes.

*If you have diabetes,
remember to attend your
yearly foot check, eye test,
BP and blood tests*

What is diabetes?

Diabetes is a common life-long health condition. There are 3.5 million people diagnosed with diabetes in the UK and an estimated 549,000 people who have the condition, but don't know it.

Diabetes is a condition where the amount of glucose (sugar) in your blood is too high because the body cannot use it properly.

Insulin is a hormone that is made by the pancreas and is needed for the body to use the glucose that you eat. Without enough insulin, the blood sugar levels rise. If left untreated, there can be serious consequences.

Most commonly, patients who have diabetes experience excessive thirst, and pass large quantities of urine.

TYPE 1 DIABETES

Type 1 diabetes generally starts in younger people, and is where the pancreas stops making insulin. Because there is no natural insulin being made, taking insulin injections is the first line in treating Type 1 diabetes. It is unclear what causes Type 1 diabetes.

TYPE 2 DIABETES

In Type 2 diabetes, there is insulin still present in the body, but not enough is being made available for the body's needs. As such, the glucose in the bloodstream rises. The main risk of developing Type 2 Diabetes is being over-weight.

Patients with Type 2 diabetes are encouraged to lose weight and increase their exercise and healthy eating. Thereafter, oral medications, like metformin, are started. When tablets are insufficient to bring down the blood sugar, then insulin injections may be recommended.

Hba1c

This is the blood test that is used to detect and monitor diabetes. The Hba1c result gives the doctor an average reading of a patient's blood sugar over the previous 3 months. The more poorly controlled a patient's diabetes is, the higher the Hba1c. This then guides further treatment options.

DIABETES MONITORING

If you have diabetes, you will receive letters from the surgery that encourage you to book for a yearly review with our nurse and GP. Each year you must make sure you have the following checks:

1. Eye screening appointment (DECS)
2. Foot health check (with our nurse)
3. Good blood pressure control (<140/80)
4. A low cholesterol reading (<5)
5. Hba1c reading within your target range

BLOOD SUGAR TESTING

Some patients are asked to check their blood sugar readings with a home monitor. This is not for everybody, and usually is for patients who use insulin (or some other medications including gliclazide). Your GP will speak to you about checking your sugar at home if necessary.

DIABETES CLINIC

Every Friday, Dr Love and Nurse Biola run a special clinic, reserved for patients with diabetes. If you have diabetes and would like an appointment, please ask our receptionist to book you into these protected slots.

See www.diabetes.org.uk for more information

Repeat prescriptions

It takes *at least* 48 hours to turn around a prescription. This is so the receptionist can create the prescription, and then the GP can review and sign it. If there is a concern about the prescription, your GP may even request that you book an appointment or a telephone call.

As such, remember to put in your prescription requests with plenty of time. This is especially important around the weekends, and bank holidays.

Please note this only applies to REPEAT prescriptions. Any short-term or one-off prescriptions will not usually be signed if requested without a review.

The most secure and safe way to have a prescription ordered is with *electronic prescribing* (EPS2). This can be set up via your pharmacist. You request the prescription directly from the pharmacy, and the GP signs this off electronically. It avoids prescriptions being misplaced or damaged.

Please only order what you need. Unused prescriptions cost the NHS £300 million per year. Remember, an unused prescription cannot be recycled. A maximum of 3 months at a time can be given for some medications (or 6 months for the contraceptive pill).

Some medications (such as warfarin, methotrexate and the oral contraceptive pill) **MUST be monitored** with a GP/nurse review and sometimes a blood test. Your GP will explain this to you, but it is your responsibility to make sure these blood tests are done, or your medication may be delayed.

Finally, if you have repeat prescriptions, you **MUST** attend your GP once per year for an **annual medication review**. If this becomes overdue, your prescription quantities will be gradually reduced and then stopped.

Please speak to your Pharmacist or GP for more information.



In the next issue:

SAIL Navigators: who are they and how can they help me?

Carers: protecting our protectors

The Melbourne Grove Gardening Project: meet and join in with our green-fingered patient participation group

The Melbourne Grove Youth-PPG: Supporting young people in Southwark

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