

# Melbourne Grove Medical Practice

Newsletter May 2016

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How to avoid seeing your GP: what other health services are available in Southwark?

A guide to appointments at Melbourne Grove

Compliments, comments and complaints



## Welcome to the future of healthcare in Southwark

Welcome to our newsletter, a new publication with which we hope to keep you aware of events and information that are important for your health and the services that you receive from us at Melbourne Grove.

As you may have read in the newspapers, General Practice is facing a very difficult time. All local practices, including Melbourne Grove, have significant budget constraints enforced on us. Demand for GP and nurse appointments is the highest it has ever been, and there has been insufficient funding made available to match this demand.

Local practices in Southwark are struggling with recruiting and retaining new GPs, and we have very limited funding for premises, reception staff and facilities. Our budget is strict and we are constantly being asked to cut down on prescriptions and referrals. This newsletter has been designed to help keep you abreast of these developments, and the ways in which we are endeavouring, as always, to provide you with excellent clinical care. We would love to hear from you if you have any innovative ideas that may help us. Wishing you good health and happiness,

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](mailto:souccg.mgmp@nhs.net)

# How to get the right appointment at the right time

We understand that getting an appointment with a named GP or nurse can be a challenge at times. Demand is very high for our clinicians, particularly at peak times.

We have tried to make this process as easy as possible for our patients, and we have also developed some specialist clinics to help specific patient groups.

We hope this guide to appointments helps you to find the service that you need at Melbourne Grove, but do please ask our receptionists for details



*Remember: do you definitely need to see your GP, or could your pharmacist or another health practitioner help?*

## GP appointments

All patients will have a named GP who is overall responsible for their care.

Your GP is available for **urgent care** and **for pre-booked complex medical problems**, mental health, child and adult safeguarding, end-of-life care, and chronic disease management.

We are now open Saturday mornings for pre-booked appointments only. Special weekday clinics are available for babies, diabetes, complex medical problems, substance misuse, and chronic pain conditions. Please ask at reception for details.

## Extended Primary Care Access Clinic

A new service run as a branch surgery to Melbourne Grove, where you can see a **local GP who has access to your medical records**, and works closely with your own GP. This service replaced the Walk-in-Centre in November 2014. Based at the Lister Centre in Peckham. Open **8am-8pm 7 days a week**.

If there are no remaining appointments at Melbourne Grove, you will be offered an appointment here

## Telephone Access

Please telephone to book appointments with clinicians. **Our busiest times on the telephone are 8-9am and 12-1pm**. Please phone outside of these times for routine requests. **You can also request a telephone appointment if you cannot attend the surgery in person**

## Online Booking

**We are gradually increasing our provision to make all of our appointments available to book online.** Please enquire at reception for further details. This means you will not have to wait in the telephone queue, and can choose your appointment time.

## Same Day/Emergency Care

Our emergency Same Day appointments are opened up **8am and 12noon**. **When full, our clinicians can call you back only if you feel your problem is urgent** (our receptionists will ask if you want to be put on the emergency call-back list). We always have an emergency doctor on duty each day.

## Practice Nurse

We have 2 practice nurses who are responsible for:

Wound care, dressings, chronic health checks (COPD, asthma, diabetes etc), travel clinic, immunisations, cervical smears, ECG. Blood tests are available for elderly/frail patients only. Housebound patients should receive care via the district nurses (via GSTT hospital and not employed by Melbourne Grove)

## Health Care Assistant

Available for new patient health checks, NHS health checks for patients aged over 40, blood tests (phlebotomy), flu vaccinations, smoking cessation, Spirometry (breathing tests), and blood pressure check-ups... and more!

## How to avoid seeing your GP: what new services are available?

Not every patient seen by a GP needs the expertise of a doctor. Many could be seen by other professionals or in other services or have their health issues resolved through high quality and timely self-care advice.

### Pharmacy First

This is our brand new scheme with Day Lewis Pharmacy (plus other pharmacists in Southwark too). **The pharmacist is your first point of access for minor illnesses. No appointment is necessary.** If you do not pay for NHS prescriptions, then medicine via the Pharmacy First Scheme is **free** too. This includes paracetamol, and hay fever medication. Please pick up a leaflet/refer to the posters in the waiting room

### Urgent evenings/weekends

If you phone our surgery when it is closed, you will be put through to SELDOC for emergency out-of-hours GP access. SELDOC may refer you to the Extended Primary Care Access Clinic (see below)

### NHS 111

The out-of-hours telephone line is 111 to speak to an operator for advice and redirection to urgent care services in Southwark. **999 is the number for emergency care**

### A+E

For life- or limb-threatening emergencies only. The GP urgent care centre at A+E may redirect you to other services such as the Extended Primary Care Access Clinic, or back to Melbourne Grove



Meet the team:  
**Dr Jonathan Love**

Each edition, we thought it would be nice to introduce to you a member of our team.

Many of you will know Dr Love, who is the Clinical Lead GP for the practice. As well as seeing patients, he also oversees the clinical work of the practice, performs audits, reviews prescribing best-practice, clinical governance, and helps investigate complaints or concerns. He is also the lead for child protection.

Each week, he runs a dedicated pain clinic, substance misuse clinic and diabetes clinic, at Melbourne Grove.

Having worked a various practices in Southwark over the last 6 years, he has also been working closely with our neighbouring practices in creating our GP Federation network and in assisting the CCG in the development of local services.

He is keen that our patients have a strong voice in Southwark, and encourages everyone to attend our PPG as well as those held by the Southwark locality



### Remember:

Long-term conditions, complex medical needs, or follow-up for results – **PRE-BOOK YOUR GP APPOINTMENT in advance**

Mild/moderate illnesses or advice – **PHARMACY FIRST**

**SUDDEN ILLNESS OR UNWELL/CONCERNED – Phone 8am/12 noon for same day urgent appointment**

**ALL URGENT SLOTS USED UP? – ask for our GP to call you back:** you will be assessed over the phone, advised to come in urgently, or booked with the **Extended Primary Care Access Clinic** at the Lister, Peckham

# What to do when things go wrong

As you can imagine, healthcare is complex and challenging. We deal with hundreds of patients each week, with a wide variety of different physical and mental health problems. We always try to do the very best we can, given the resources available to us.

If you feel that you didn't receive the kind of service you were expecting, please do let us know.

The best way to do this is to speak in person to our assistant practice manager. Most problems can be sorted out very quickly this way, and swift action can be taken.

If we are unable to resolve your verbal complaint, then you are able to write to us by letter or email as detailed below.

If your problem is complex, we will embark on an investigation, involving all the staff members related to the complaint. You will receive acknowledgement of the progress of this, and we aim to have resolved the complaint within 4 weeks.



*Compliments* are just as valuable to us as complaints are! Whilst we use complaints to identify areas in which we can improve, compliments help us to strengthen the things we are doing well. This is particularly important, as it also helps us to safeguard our service against future cuts. They also are a real boost to staff morale. So, please do let us know when you have had a good experience at Melbourne Grove! We keep all comments anonymous

## In the next issue:

***Diabetes: what is it, and what to look out for?*** For patients who have diabetes, details on our new in-house diabetic clinic, and how to control your diabetes more effectively. **Diabetes Awareness Week 12<sup>th</sup>-18<sup>th</sup> June, come and get tested!**

***Why is my prescription delayed?*** – How to make sure you get your medications on time

***Digital technology: setting up an online account, and booking appointments online***

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