



Welcome to the summer edition of the North Kensington Medical Centre (NKMC) Newsletter. A busy year for the practice as lots of changes have taken place. We hope we are managing the change without too much disruption to your service but if you have any comments then please ask at reception to leave a message for Shona Elliott, Senior Administrator, who will contact you.

Patient Participation Group



NKMC's Patient Participation Group (PPG) is now a well-established group where patients, medical staff and the Senior Administrator are able to meet, twice a year, to discuss matters relating to our practice. If you would like to be part of our PPG we are always looking for new input – please ask at

reception, the ladies will be happy to help.

Mobile phone numbers

Many patient contact details are out of date. (As much as 25% were incorrect at the last check) As technology becomes an increasingly important method of communication it is vital that we hold correct details for you in order that we are able to contact you quickly when necessary. Next time you contact the practice please check to make sure the details we hold are correct

NAME CHANGE FOR DR HAMES

SOME OF YOU MAY ALREADY BE AWARE THAT DR HAMES GOT MARRIED EARLIER THIS YEAR AND WILL NOW BE PRACTICING UNDER HER MARRIED NAME: DR CHARGE.



Music on hold

Following requests from many patients we are pleased to announce that we now have 'music on hold' on our telephone system. This means you will know for sure that you have not been cut off while waiting to speak to the appropriate person



Holiday Immunisations

Don't forget that summer is just around the corner and many of you will be heading off for warm sunny climes! Please book a telephone appointment with the nurse to discuss your vaccination requirements



We sadly say farewell to Dr Kelso - who retired from the practice on 29th December 2017. We wish him well in his new adventures

We also say goodbye to:

Lina – Practice Nurse

Fraser – Practice Manager



We are delighted to welcome the following new team members:

Dr Djordjevic – who has taken over from Dr Kelso as a GP partner

Shona – Senior Administrator working Mondays, Wednesdays and Thursdays

Dr Dhingra – FY2 Doctor working Mondays and Fridays until the end of July

Daniela – Practice Nurse working Tues, Weds and Thurs.

Ellen – Receptionist

Grenfell Disaster

Following the appalling fire at Grenfell Tower additional medical services have been made available for those affected – both surviving residents from the tower itself and those living locally who may have been affected. Here at

NKMC we are offering a dedicated clinic held on alternating Thursday afternoons and Friday mornings. These appointments are with a GP and are 30 minutes in length. If you have been affected by the Grenfell disaster and would like to make an appointment in this clinic please contact reception

Premises Improvement Grant Application

We are pleased to announce that we are applying for local funding to further refurbish the derelict part of the building into 3 additional consultation rooms and a meeting /group therapy room. Subject to permission and support we hope this will be completed by March 2019



MY CARE MY WAY

We are now offering patients over the age of 65 the opportunity to participate in a new NHS healthcare programme, My Care My Way. Launched in 2016 and proving very popular, this enables you to develop a Care Plan under the supervision of your GP, combining your overall health and social care needs, including housing and benefits. The plan is managed by a Case Manager based in the practice, who will coordinate all health professionals involved and provide a quick response. Assistance from local voluntary organisations and support groups can also be arranged. For more details ask your GP or at Reception.

Carers

Please let us know if you care for a loved one – there are many support services available to you.