



North Kensington Medical Centre News- Spring 2016

Welcome to the Spring edition of the North Kensington Medical Centre Newsletter. A busy year for the practice. We hope we are managing the internal changes without too much disruption to your service but if you have any comments then please ask at reception to leave a message for Lucy Stewart who will contact you.

If you would like to be part of our Patient Participation Group we are always looking for new input – again ask at reception, the ladies will be happy to help. We hope you find the following articles interesting and we look forward to a healthy 2016 with you all.

New look website



You may have noticed that our website now has a very different look. We have changed supplier and hope now to be able to provide more up to date information as we now have the ability to make changes ourselves instead of via a third party support function.

We hope you like the new look, please bear with us during this time with teething problems. We know that some

patients are having difficulties with on-line access to services, we are trying to resolve these issues.

Take a look at:

www.northkensingtonmedicalcentre.nhs.uk

Mobile phone numbers

We are noticing that many patient contact details are out of date.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

TEXT REMINDERS FOR APPOINTMENTS

Following a discussion with a patient regarding reminders for appointments (thank you CA) we have investigated this possibility and are pleased to announce that for each appointment made, you will receive a text to confirm the appointment and a reminder the day before the appointment. We hope you find this useful. (Just one reason why it is important that we have correct mobile numbers for you)



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

Pharmacy Reviews

Claire, our local community pharmacist has been holding clinics to review the treatment plans for those patients on multiple therapies. The review will ensure that a holistic view is achieved across all areas providing optimal effect. If you feel you could benefit from a medication review please mention this at reception.



Staffing Changes



We sadly say farewell to the following members of staff:

Dr Sharaf who has taken up a position at another practice

Derry – Practice Nurse who has now retired

Jackie – Receptionist who has taken up a position at another practice in the borough

Claudia – Apprentice who has successfully moved on to a permanent position within healthcare in the borough

Congratulations to

Magda who gave birth to a beautiful baby boy in September. We look forward to welcoming her back in September 2016



We are delighted to welcome the following new team members:

Lina – Practice Nurse working Monday, Tuesday and Friday

Karen – Receptionist, returning to us after a 10 year break

Gulafshan – Receptionist, joining us from another practice within the borough

Out of Hospital Services

We are continuing to increase the services we offer to both our patients and those registered elsewhere in line with the current locality initiative. Services now available 'in-house' rather than in a hospital setting include the following: Blood tests, anticoagulation monitoring, spirometry, ECG and pessaries.

If you currently receive any of these services elsewhere and would prefer a more local service please mention this at your next visit to your doctor

NHS Health Checks

We continue to offer the National programme of NHS healthchecks for patients over 40 years of age who do not currently live with a long term condition (LTC). The idea behind this initiative is to check for warning signs that may lead to an LTC if not addressed, and through changes to lifestyle, thereby prevent the development of such conditions at high blood pressure or diabetes. We are sending out text messages to all eligible patients so please do take advantage of this invitation if you receive one.



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

Charges for Non NHS services

Many patients are not aware that there are several services available through your GP that are not covered by the NHS and for these services a fee is charged. There is a full list available of our current charges available at reception and also on the Practice website

