

Glenlyn Medical Centre

'caring for our patients through community teamwork'

NEWSLETTER

Issue No. 3 January 2014

HAPPY NEW YEAR

Evening Surgeries

In 2013 we introduced evening surgeries which we felt would be useful for those who find it difficult to take a day-time appointment. The surgeries run until 7.50 p.m. Monday to Friday – the appointments are pre-bookable.

Saturday Morning Surgeries

Pre-bookable appointments are available with a Doctor or a Nurse on Saturday morning from 7.30 a.m. to 10.50 a.m.

Practice Website

You can find all the information about the surgery on our website – www.glenlynmedicalcentre.co.uk

Friends of Glenlyn

We have an active patient participation group and regular meetings take place at Glenlyn - the minutes from each meeting can be found on our website. If there are any ideas you wish to put forward to a meeting, please send to the Practice Reception. If you would like to join the group, please leave your details with Reception.

Glenlyn Medical Centre GP team

Dr Ash Kapoor
Dr Richard Strickland
Dr Nicholas Ramscar
Dr Phi Vo
Dr Hannah Davies
Dr Gavin McColl
Dr Jonathan Miller
Dr Oksana Nesterenko
Dr James Fox
Dr Magdelene Ekpiken
Dr Karim Zaglam
Dr Imran Rehman
Nurse Practitioner Lynn Morris*



*Lynn Morris joined the Glenlyn team in July 2013 as Nurse Practitioner. A Nurse Practitioner is not the same as a Practice Nurse. Nurse Practitioners can see, treat and prescribe for everything that a GP can. Lynn Morris has already proved very popular with patients. You may request to see her instead of a GP. She is not the same as the Practice Nurses who do traditional nursing roles and run special clinics.

Prescriptions - please allow three days for a prescription to be prepared.

Nurses

Our team of nurses offer healthcare advice and undertake travel immunisations, dressings, injections, removal of stitches, routine cervical smears, ear syringing, monitoring of Ischaemic Heart Disease. There are a number of nurse-led clinics which include Diabetes, Asthma, Well Woman, Lifestyle, Family Planning and Smoking Cessation. Appointments are bookable through reception.

Smoking Cessation advice: at Glenlyn we offer help to those wishing to stop smoking. This is offered on a one-to-one basis but also offered to couples who can be seen together. We have a smoking clinic on a Monday afternoon which can be booked on-line. Appointments at other times, including Saturday mornings, can be booked with reception. We will support the patient for as long as it takes and will discuss all the options for treatment at the first appointment and will prescribe treatment appropriate for each patient. Even if smokers are not quite ready to stop, they are more than welcome to come along to discuss future options.

Telephone Consultations



If you feel the medical problem can be resolved over the telephone, please call reception and leave your details, including a call-back telephone number. Our reception staff will ensure your message is passed on to a doctor or nurse who will return your call.

Useful Contact Numbers

Glenlyn Reception	020 8979 3253
Pharmacy	020 8224 0300
Out of Hours Service	111



Winter Ailments

Some health problems, such as sore throat and colds are triggered or worsened by cold weather.

You can help prevent **colds** by regularly washing your hands. It will destroy any bugs picked up from touching surfaces used by other people, such as light switches and door handles. It's also important to keep the house and any household items, such as cups, glasses and towels, clean, especially if someone in your house is ill.

Top tip: If you get a cold, use disposable tissues instead of cloth handkerchiefs to avoid constantly re-infecting your own hands.

Sore throats are almost always caused by viral infections. There is some evidence that changes in temperature – going from a warm, centrally heated room to the cold outdoors, can also affect the throat.

Top tip: One quick and easy remedy is to gargle with warm salty water. This will not heal the infection but it has have anti-inflammatory properties and can have a soothing effect. Use one teaspoon of salt dissolved in a glass of part-cooled boiled water.

Fundraising – thank you

Thank you to all our patients and visitors who contributed towards the fundraising events we held in September and October 2013 for MacMillan Nurses and Cancer Research:



- total raised = £240.00



- total raised = £234.00

Thank you for your donations in both money and cakes and biscuits for selling. More events will take place this year and we will ensure the dates are given on our website and displayed in the surgery.

Significant Event

In December we had a sad incident where a patient collapsed and died in our car park. The practice team worked efficiently and impressively, but there was inevitable disruption to the services. It is a reminder to all of the serious nature of what we do and the fact that we do it very well. We are very grateful to patients in the car park and in waiting rooms who were all remarkably calm and understanding while major resuscitation attempts were ongoing outside.

Unfortunately unpredictable urgent and crisis situations are in the very nature of medical care and these sort of events will occur fairly often. We clearly need to prioritise the care we deliver and your ongoing understanding is appreciated.

Text Messaging



Many of you with mobile telephones will already be aware that we are using Text Messaging for appointment reminders and to convey some information about test results.

Appointment Reminders - the software has had some glitches this year which has caused some irritating duplication and some errors. We are sorry for this annoyance, but mostly they have been rectified. Most people find it very useful. The reminders also give an opportunity to cancel appointments that are no longer required and it has significantly reduced the non-attendance rate and resulting wasted precious appointments.

Test Results - we are able to send you a short message to inform you your results have been received and reviewed by a doctor. Generally the doctor will make a brief comment about the result and what action should follow. Please be aware that even if you have only attended once, blood results come to us in batches. This means they may be viewed at different times and thus you may receive multiple messages. One batch may be normal and another may not be. Please read all the messages if you get more than one, especially if one asks you to make an appointment. This service has made life a lot easier for many patients who no longer have to ring repeatedly just to find out if the results have been received.

Health Campaigns - from time to time we might send you other opportunistic health notifications or invitations. These will relate to things like flu jab reminders, other vaccinations, smoking cessation, etc. We realise people receive some rogue text messages these days. Our messages will come from "NHS No-reply" and will have the surgery's name in the body of the message.

Please let us have an up-to-date mobile phone number. Nearly half of our patients have already done so.