

# The Glenlyn Medical Centre

*'caring for our patients through community teamwork'*

## NEWSLETTER

Issue. Summer 2014

### Glenlyn Medical Centre GP team

Dr Ash Kapoor  
Dr Richard Strickland  
Dr Nicholas Ramscar  
Dr Phi Vo  
Dr Hannah Davies  
Dr Jonathan Miller  
Dr James Fox  
Nurse Practitioner Lynn Morris  
\*A Nurse Practitioner is not the same as a Practice Nurse. A Nurse Practitioner can see, treat and prescribe for everything that a GP can. Lynn Morris has already proved very popular with patients.

### Saturday Surgeries

This surgery can help those who cannot attend during the week or evenings. It is a pre-bookable appointment system that has a Doctor or Nurse . Saturday mornings from 7:30-10:50 a.m.

### Glenlyn website

The website provides all the information about the practice - [www.glenlynmedicalcentre.co.uk](http://www.glenlynmedicalcentre.co.uk)

### Useful contact nos:

Glenlyn Medical Centre	Tel: 0208 979 3253
Pharmacy	Tel: 0208 224 0300
Our of hours Service	Tel: 111

### Hay Fever

Hay fever is a common allergic condition that affects up to one in five people at some point in their life.

Symptoms of hay fever include:

- sneezing
- a runny nose
- itchy eyes

The symptoms of hay fever are caused when a person has an allergic reaction to pollen.

Pollen is a fine powder released by plants as part of their reproductive cycle. Pollen contains proteins that can cause the nose, eyes, throat and sinuses (small air-filled cavities behind your cheekbones and forehead) to become swollen, irritated and inflamed.

You can have an allergy to:

- tree pollen, released during spring
- grass pollen, released during the end of spring and beginning of summer
- weed pollen, released any time from early spring to late autumn

Many cases of hay fever can be controlled using over-the-counter medication available from your pharmacist. But if your symptoms are more troublesome it's worth speaking to your GP as you may require prescription medication.

## Summer 2014

### **Prescriptions**

Please allow three working days for a prescription to be prepared...Blister packs need seven days. It is the patient's responsibility to request their prescriptions in plenty of time.  
Please do not request prescriptions over the phone.

### **Fundraising**

This year the "Glenlyn Girls" ran in the "*Race for Life*" (Cancer research) at Kempton Park on June 21<sup>st</sup>  
All girls did very well and look forward to doing it again next year.  
Maybe a few patients will join us.

We will also be holding the Macmillan coffee morning + Pink day for cancer research. We will be selling lots of cakes so please come and support us...Look out for the dates at the surgery.

### **Missed appointments**

We are sure our patients are aware that appointments can be difficult to obtain, but one large problem is that we have many missed appointments per month; this is a large problem it prevents other patients seeing their GP.  
Please let the surgery know as soon as you can so we can release your appointment to others. We are having an average of 200+ per month.

### **Telephone Consultations**

If you feel the medical problem can be resolved over the phone, please call reception and leave your details, including a call-back telephone number.

### **Duty Appointments**

Each day we have a doctor on duty to see patients that have a problem that must be seen urgently. (This is a condition that must be seen that day) The receptionist will take your contact number and the duty doctor will call you and access your condition-the doctor will call you down if you need to be seen.

Please be available at all times to accept the call from the doctor.

#### **Non Urgent**

- prescription requests
- referrals
- medication reviews
- long standing conditions
- sick note

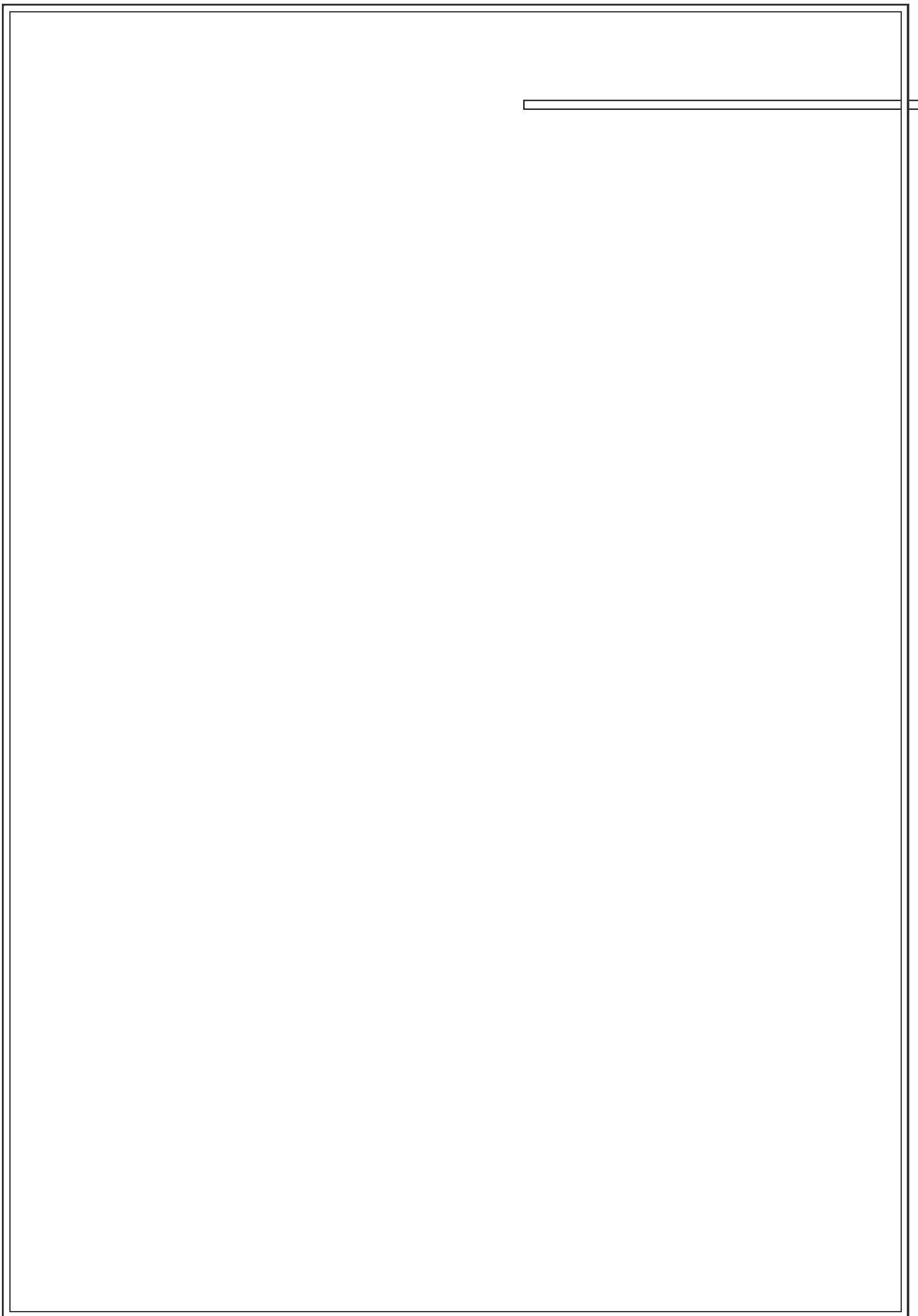
### **Tolerance**

The practice will not tolerate abusive or violent behaviour towards the staff. Glenlyn Medical Centre adopts a

#### **ZERO TOLERANCE**

Policy to such behaviour, our staff are here to help so please show them respect and empathy for the challenges they face in providing an efficient service to all patients.

The Glenlyn Medical Centre  
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West Molesey  
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Tel: 02089793253 Fax: 02089417914  
[www.glenlynmedicalcentre.co.uk](http://www.glenlynmedicalcentre.co.uk)



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