

# St. John's Medical Centre

First Sat of month -  
08:00 - 11:30



[www.stjohnsmedcentre.co.uk](http://www.stjohnsmedcentre.co.uk)

ISSUE 3, QUARTER 3 JUL/AUG/SEP 2019

Lewisham Hospital - 0208 333 3000

Extended hours (bookable  
in advance)

Tues – 07:00 – 08:00

Wed – 07:30 – 08:00

Thurs – 18:30 – 19:00

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## Special points of interest:

Missed appointments – see the effect they have on you on page 2.

ONLINE - If you would like to book appointments, order your repeat prescription or view your medical records on-line, ask at reception. Photo I.D. is required.

- PPG – patient participation group, see page 4.

Meet your local councillor - For more information turn to page 4.

## GP Surgery Updates and staff changes 2019

### NEW STAFF/STAFF CHANGES:

Dr Maria Rubio has joined us from Spain on an International GP Scheme and we have newly qualified Dr Serena Patel officially joining our practice this August as a Salaried GP.

We have also welcomed a new nurse to the team – Rebecca Willcox.

### Surgery Half Day Closures due to Practice training:

Thursday 24<sup>th</sup> October 2019 – close at 12:30pm

Wednesday 5<sup>th</sup> February 2020 – close at 12pm

Wednesday 11<sup>th</sup> March 2020 – close at 12:30

### Upcoming Surgery Bank Holiday Closures 2019

Monday 26<sup>th</sup> August 2019 – Summer Bank Holiday

From **02/09/2019**, Lewisham Hospital will be offering a walk-in X-ray service; patients will be able to get X-rayed on attending the radiology department, **once they have been referred by the GP.**

Monday to Friday

8:15am to 12 noon AND 1pm to 3:45pm

### Access the NHS 24/7

Call NHS 111 – ask and answer questions about your symptoms, by speaking to a fully trained advisor on the phone

Or download the FREE 'Ask NHS' app today – allows people to check their symptoms using the health A-Z on the NHS website

Available on Android or iOS

**ONLINE ACCESS** - You can now book/cancel appointments, request repeat prescriptions and view your medical history online.

You can book one initial appointment by downloading the Patient Access application to your phone, or visiting our website

[www.stjohnsmedcentre.co.uk](http://www.stjohnsmedcentre.co.uk)

After you have made your first appointment, you will be required to show photo I.D. in the surgery to gain full access.

## Cervical Smears

Out of **100 women** who have cervical screening, about **6 will have abnormal cells in their sample**. Abnormal cells are not cancer, but sometimes they can develop into cancer if they are left untreated.

## Bowel Cancer Screening

The NHS Bowel Cancer Screening Programme offers screening every 2 years to **all men and women aged 60 to 74**. Please call 0800 707 60 60

## GP Extended Access

### What is the GP Extended Access Service?

The Extended Access Service has more appointments with GPs and Nurses available in Lewisham, making it easier for you to get an appointment at a time that suits you, including evenings and weekends.

### When are these appointments available?

Appointments are available from 8am–8pm, 7 days a week, including bank holidays.  
Appointments are released in blocks, so you may not be able to book more than a week in advance.

### How do I book an appointment?

Contact your GP practice in the usual way to request an appointment.  
It's best to book early, our phone-lines open at 08:00, but more are released throughout each day.

## Unattended Appointments (DNA's)

**May - 377**

**June - 318**

**July - 327**

**This figure is inclusive of both doctors and nurses appointments that were unattended between May-July 2019.**

If you cannot make your appointment, please call **0208 692 1354** or cancel online using Patient Access.

Please see above for details.

These missed appointments cost the NHS thousands of pounds in wasted time and resources.

Please be sure to cancel your appointment in time to allow us to reallocate them to patients who desperately need them.

## Booking appointments

We have listened to you and the PPG; and have allocated a GP for bookable on the day appointments, Monday - Friday.

Please note this may change if the allocated GP becomes unavailable on the day.

Routine appointments can be booked by phone or online.

Our phone lines are open 08:00—18:30 Monday-Friday

We have been working hard to make more appointments available to you.

Routine telephone appointments are also available in advance.

Appointments for online booking are released every day at 07:50 so if you are looking for an appointment at the end of the day, you may not find a suitable appointment.

Information on our online services can be found on page 4.

For anything urgent - please **call** the surgery as soon as you are able to.

Dial 111 for urgent medical advice outside of normal working hours.

**Reception will ask a patient's reason for booking their appointment, to ensure it is booked with the right clinician, at the right time.**

Repeat prescription requests are not taken over the phone, but you can phone your pharmacist to request a repeat.

You can complete the green slip and return it to reception or your pharmacist.

If you have been given a prescription by the hospital, please try and get it dispensed from their pharmacy as you will be able to collect it from them on the day.

Please try to request your prescriptions at the very latest, a week before you run out – this allows you to receive your new prescription before you run out of your previous medication.

## Electronic Prescribing Service

We are encouraging all patients to sign up to the Electronic Prescribing Service (EPS). This will save time and money by allowing prescriptions to be sent directly to the patient's preferred pharmacy.

"An audit of patients using the system found that 72 per cent said their medicines were ready and waiting for them when they arrived at their pharmacy, with the average prescription collection around 20 minutes quicker under the EPS system."

Source: NHS Digital

## Self-Referral

**Antenatal** - You can refer yourself to antenatal services online. Please visit [www.lewishamandgreenwich.nhs.uk](http://www.lewishamandgreenwich.nhs.uk) and fill out the online application form

**Podiatry** - You can self-refer to podiatry by completing the application form in the surgery, and returning it to the clinic of your choice, or visit [www.lewishamandgreenwich.nhs.uk](http://www.lewishamandgreenwich.nhs.uk)

**IAPT** - You can self-refer to IAPT (Improving Access to Psychological Therapies) by searching 'IAPT NHS' to find services near you

**CONTACT US**

**ST. JOHN'S MEDICAL CENTRE**

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SE13 7SX

Tel: 0208 692 1354

**Website -**

[www.stjohnsmedcentre.co.uk](http://www.stjohnsmedcentre.co.uk)

**E-mail -**





[Lewccg.g85038-general@nhs.net](mailto:Lewccg.g85038-general@nhs.net)

**Friends and Family Test** - Have your say! Pick up a questionnaire in the surgery, complete it and return it to reception. All of your suggestions are considered, and we welcome all comments, good

**HAVE YOUR SAY TO IMPROVE YOUR CARE** 

We welcome patient feedback to tell us what we are doing right and what we can improve.

We would like you to think about your recent experience of our services. How likely are you to recommend our practice to friends and family if they needed similar care or treatment?

Extremely Likely	Likely	Neither likely or unlikely	Unlikely	Extremely Unlikely	Don't Know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
					

Thinking about your response to this question, what is the main reason why you feel this way?

***Join the Patient Participation Group***

The PPG helps to voice the needs, views and requirements of the practice population; and to influence the service provided by St. John's Medical Centre.

**The next meeting is 07/09/2019**

If you are interested in joining the PPG, please register your interest by email to: [Lewccg.g85038-general@nhs.net](mailto:Lewccg.g85038-general@nhs.net)

Or speak to reception

**Your Local Councillors for Ladywell Ward** – They are at the surgery on the 1<sup>st</sup> Saturday morning of each month

**Cllr Bill Brown (Labour)**

0208 314 9821

Cllr\_bill.brown@lewisham.gov.uk

www.lewisham.gov.uk  
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**Cllr Carl Handley (Labour)**

0208 314 6525

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**Cllr Liz Johnston-Franklin (Labour)**

0208 314 7985

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