

# Akerman Medical Practice

July 2025 Newsletter



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## How we've been doing

We've taken a look at our recent appointment and consultation activity and wanted to share how we're doing.

In June, we made 1,764 appointments available, and we're pleased to report that 95.2% (1,679 appointments) were booked. It's great to see such high engagement. However, 5.4% (90 appointments) were not attended (DNA'd). Missed appointments can delay care for others, so please remember to cancel if you're unable to attend.

We also continue to receive a high number of online consultation requests via Accurx. In June, we handled 922 online consultations, including both medical and admin queries—an average of 30 requests a day. This service helps us support you quickly and efficiently.

Here's a quick snapshot of our activity:

	Number Of Appointments	%
Total Available Appointments in June	1764	
Booked Appointments	1679	95.2%
Appointments not booked	85	4.8%
Appointments DNA'd	90	5.4%

	Number of Request in June	Average Per day
Total Online Consultations	922	30
Admin Online Consultations	250	8
Medical Online Consultations	672	22

## Opening hours

Mon to Fri - 8am to 6:30pm

Sat - 9:30am to 4:30pm

For help on a weekend  
or bank holiday  
call NHS 111

## Urine Sample Cut-Off Time

Please be aware that we can only accept urine samples up until 3:30pm each day.

All samples are sent to King's College Hospital for testing, and 3:30pm is the latest time we can ensure timely collection and processing.

We've noticed that some samples are being dropped off near closing time, by which point the day's final collection has already taken place.

To avoid delays in your care, please ensure you bring any samples in before 3:30pm.



# The NHS App - Download now!

The NHS app offers a secure way to access key NHS services, including:

- Booking and managing appointments
- Ordering repeat prescriptions
- Viewing your hospital records & more!

Download the NHS App on your phone or tablet via [Google play](#) or the [App store](#) or by scanning the QR code.



## Stay Safe in the Heat!

With temperatures rising, it's important to take simple steps to stay safe and well.

- Keep hydrated – Drink water regularly, even if you're not thirsty.
- Stay cool – Wear loose clothing and avoid going out between 11am and 3pm.
- Take breaks – Rest in the shade or indoors if you feel tired or dizzy.
- Eat light – Choose smaller, cooler meals and avoid heavy, hot food.
- Look out for others – Check on older or vulnerable neighbours and loved ones.

If you feel unwell with dizziness, confusion, or heavy sweating, seek medical help straight away.



## Your Feedback Matters!

Your input helps us enhance our services to better meet your needs. Share feedback on our website by [clicking here](#), or scanning the QR code.



## Lambeth Together Public Forum

The Lambeth Together Public Forum is a chance for residents to share their views on local health and care services. It takes place before the Lambeth Together Care Partnership Board meetings and is open to everyone.

Meetings are held online and in person. To find out more or join a session, [click here](#)

