



www.AkermanMedicalPractice.com

Akerman News Update

APRIL 2016

WELCOME TO AKERMAN MEDICAL
PRACTICE SPRING EDITION



Planning to go on holiday? Visit the [Fit for Travel](#) website to check which vaccinations you may need before you go. A fee of £25 will apply to see the GP or Practice Nurse for advice

ALLERGIC RHINITIS (HAY FEVER)

Allergic rhinitis is inflammation of the inside of the nose caused by an allergen, such as pollen, dust, mould or flakes of skin from certain animals.

It's a very common condition, estimated to affect around one in every five people in the UK.

Allergic rhinitis typically causes cold-like symptoms, such as sneezing, itchiness and a blocked or runny nose. These symptoms usually start soon after

being exposed to an allergen.

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

To read more click on this link [here](#)

If you suffer from hay fever or have been previously prescribed hay fever medication like nasal sprays or Clarytn tablets, you need to start using them before the start of the pollen season. You may request a repeat prescription for hay fever medication by clicking [here](#).

For more information

<http://tinyurl.com/my8bzxz>

REPEAT PRESCRIPTION

If you are on regular medication and you need a repeat prescription of your medication please make sure these are requested 48 hours before. If you run out of your normal medication you can also

get emergency supply of your regular medication for up to 7 days from your regular pharmacist.

Akerman Staff

We have had some changes in the staffing over the last 6 months.

Clinical Team
Dr Abdul Mukadam
Dr Samuel Chu
Sanjay Mistry (Pharmacist)
Theresa Akubeze (Practice Nurse)

Non Clinical
Shelly Usher (Practice Manager)
Zafar Sheikh (Senior Administrator)
Kabitha Sulthana (HCA and admin)
Marie Rajiah (Receptionist)
Dionne Jackson (Receptionist)
Karen Medina (Receptionist)
Andrea Piedade (Receptionist)

OUT OF HOURS

When the surgery is closed, there are other options than going and waiting for 4 to 6 hours in A&E.

The first option should be SELDOC. You can call them directly on [020 8693 0966](tel:02086930966) and they will first do a telephone assessment with you, however if it

needs to go further they can do a home visit. No waiting at hospital.

The other option is [NHS 111](#) on 111. This has taken over from NHS direct, they will advise you who the best person to see, GP or A&E.

However if there is a medical emergency e.g. suspected heart attack, please dial 999 immediately.

JOIN OUR PPG GROUP WE WOULD LOVE YOU TO HAVE YOUR SAY!
For more information or if you are interested in joining please speak to the reception staff we meet once every 3 months and would like **YOUR** input!

DIFFERENT WAYS OF GETTING HELP

We receive over 250 calls through the reception team every day however, there are other ways you can contact us other than calling the practice.

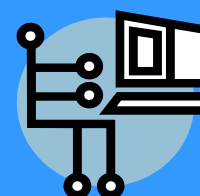
Making an Appointment: You do not have to wait for the practice to open. You can log on to Patient

Access and directly book yourself an appointment.

It is also worth taking a look at the online consultation (e.g. Contraception, Back Pain, Travel Vaccinations, STI's, Sick Note) section on the website as this could get your problem sorted

quicker.

If you have a general query or a non-urgent problem that you would like advice on. Send us an email, it will be seen by the most appropriate person. This could be quicker than waiting for an appointment.



DNA STATS(MARCH 2016)

GP and Nurse: 96

Not attending appointments and not cancelling them is unhelpful. These are appointments that could be used by other patients who would like to see the doctor or nurse.

Local Pharmacy Timings

Pharmacies

Millennium Pharmacy (Lothian branch) 9:00 - 19:30

Day Lewis Pharmacy 9:00 - 18:30

New Park Pharmacy 9:00 - 18:30

Westbury Chemist 9:00 - 12 midnight

You can request emergency contraception at all the pharmacies above



Local Dentist

Dentists

The Dental Practice

167 Camberwell New Rd London SE5 0TJ 0207 582 2562

Kennington Dental Surgery

234 Kennington Park Rd, London SE11 4DA 020 7735 4579

Opticians for Minor Ailments

Oval eyes

8 Clapham Rd, London SW9 0JG 020 7820 0935

Out of hours

Contact details - NHS 111

OVER 40'S NHS HEALTH CHECKS

If you are over 40 and have not had an NHS health check in the last 5 years. Ring the surgery to book an appointment requesting an NHS health check. This check includes having your height, weight and blood pressure measured. Receiving diet and exercise advice and routine blood tests, to rule out diabetes and raised cholesterol levels. We are then able to calculate your individualized risk of suffering a heart attack in the next ten years, depending on your score. Where appropriate

The Practice Appointment System

- As part of our intentions to respond to patients needs we are constantly looking at ways of improving our services.
- As a result we have 90% of our consultations through telephone consultations this has allowed us to double the amount of appointments we provide to our patients.
- This has helped reduce unnecessary appointments taken for issues which can be dealt with over the phone or without patients seeing a clinician.
- It has helped reduced DNA appointments which prevents patients who need to be seen accessing required appointments.
- Another benefit of telephone consultations is the clinician is able to triage the patient and bring you in within 24-36 hours if you need to be seen face to face.
- As the telephone consultations have proved so successful we will be moving to 100% telephone consultations with the option of the GP bringing you in if required, Reception will not be able to book face to face appointments.