



Akerman News Update

DECEMBER 2018
WELCOME TO AKERMAN MEDICAL
PRACTICE WINTER EDITION

www.AkermanMedicalPractice.com

Appointment System

At Akerman Medical Practice, all appointment requests are telephone triaged by our clinical team. This significantly improves access to our service users. We return all telephone calls within 24 hours and if necessary a face to face appointment within 72 hours.

If service users are unable to make or receive telephone calls, they are able to email the doctors via our website; they also have the option of email consultation. We respond to all emails within 24 hours.

PATIENT ENGAGEMENT GROUP

Dear Service Users,

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 aim to meet once every 3 months and would like YOUR input!

Kind Regards, Practice Manager

Lambeth GP Access Hub

Lambeth CCG has commissioned additional GP and Nurse appointments via the GP Access Hubs. GP Access Hubs are open Monday– Friday 12 –8 and Saturday and Sunday 8am –8pm. Patients can be referred by GP practices, SELDOC, out of hours services, NHS 111 and A & E. Sometimes when we don't have any appointments available you will be offered an appointment at the hub. Medical staff working at the hub will have full access to your medical records as at Akerman Medical Practice and will provide an identical service to Akerman medical practice. To know more about GP access hubs click [here](#).



IMPORTANT NOTICE CHRISTMAS & NEW YEAR CLOSURES

Akerman Medical Practice will be closed from the 25th– 27th of December and on the 1st January. The practice will re-open as usual on 2nd January at 8:00am.

If you have a medical emergency while we are closed please call 111.

ONLINE PATIENT ACCESS

Patient Access lets you use the online services of your local practice. These may include arranging appointments, repeat medication, secure messages, medical record and updating your details.

[Click here to register](#)

Akerman Staff

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

Dr Sam Chu has left the practice to work in the Kent area.

Our current Clinical Team are:

Dr Abdul Mukadam
Dr Tanzila Chowdhury
Dr Charlotte Upward
Miss Rokaih Noori (Clinical Pharmacist)
Miss Chandni Dharja (Clinical Pharmacist)
Mrs Michelle McKinson (Practice Nurse)

Non Clinical

Sabrina Gear (Practice Manager)
Kadine Currie (Receptionist)
Jolanta Urbanek (Administrator)
Shenika Robertson (Trainee Receptionist)
Shenel Cowan (Trainee Receptionist)

Apologies for any inconvenience caused while we familiarize our new staff.

FLU VACCINE

Flu vaccination is available every year on the NHS to help protect adults and children at risk of flu and its complications.

Flu can be unpleasant, but if you are otherwise healthy it will usually clear up on its own within a week.

However, flu can be more severe in certain people, such as:

- adults 65 and over
- people with certain medical conditions (including children in at-risk groups from 6 months of age)

- pregnant women
- children aged 2 and 3
- children in reception class and school years 1, 2, 3, 4 and 5

Anyone in these risk groups is more likely to develop potentially serious complications of flu, such as pneumonia (a lung infection), so it's recommended that they have a flu vaccine every year to help protect them.

Local Pharmacies Providing Minor Ailments Service

Pharmacies

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

Day Lewis Pharmacy 9:00 - 18:30

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

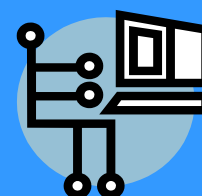
Opticians for Minor Eye Conditions

Oval eyes

8 Clapham Rd, London SW9 0JG 020 7820 0935

Out of hours

Contact details - NHS 111



DNA STATS(NOV 2018)

GP and Nurse: 107

Each GP and Nurse appointment costs the NHS £37. These appointment could be used for patients who are in a greater need of them. Please remember to cancel your appointments if you cannot attend.

WANT TO CHECK YOUR BLOOD PRESSURE?

No need for an appointment. You can check your BP using our machine in reception area or Admin can take you to a private room if needed

ORDER ONLY WHAT YOU NEED

Unused prescription medicines cost the NHS in the UK an estimated £300million every year. This could pay for ...

medicines are dangerous. Please don't ask for prescriptions you no longer use

11,778 MORE community nurses, 80,906 MORE hip replacements or 19,799 MORE drug treatment courses for breast cancer

To find out more about the campaign visit

<http://www.medicinewaste.com/>

Medicines cannot be recycled and expired

HEALTH VISITING

TELEPHONE ADVICE SERVICE

If you live in Lambeth there is a new Health Visitor support and advice service available for families with children under 5 .

You can ring

02030495300

Monday -Friday 9am -6pm

You can call the above number to talk about weaning, sleeping, immunisation, minor ailments and much more about your children.

Please note this is not an emergency service

DIFFERENT WAYS OF GETTING HELP

We receive over 200 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.

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](#) 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.