



Akerman News Update

www.AkermanMedicalPractice.com

JULY 2015
WELCOME TO AKERMAN MEDICAL PRACTICE SUMMER EDITION

PLEASE KEEP US INFORMED

Please keep your surgery informed of change in your address or phone number by emailing us at AkermanMedicalPractice@nhs.net the practice or by ringing us on 020 3049 6500.

It is important for us to have correct details for the following reasons:

- We can contact you in an emergency
- NHS England can contact you. If we have returned mail due to an incorrect address you may be deregistered.

ANSWERING CALLS

You said that your calls don't have restructured the admin always get picked up when schedule so that we have more calling the surgery that you members of the team to answer have to call back 2 or 3 times. answer calls. This is a work in progress and will be evaluated

We did some analytic work to see if more intervention is into the busy times and found needed. when the highest percentage of unanswered phones, we

New Staff

We would like to welcome two new additions to the admin staff, Marie and Karla. Please bear with them until they get to know you all

Team

Clinicians

Dr Abdul Mukadam
Dr Sam Chu
PN Maria Rupinta

Admin Team

Neil Rodrigues
Craig McCleary
Kabith Sultahna
Marie Rajiah
Karla Cueva



HOW CAN YOU HELP TO STOP MEDICINE WASTAGE

Every year, 750 million pounds worth of medication is wasted this money could be used to employ 25,000 nurses in the NHS

To avoid medicine wastage and improve appropriate prescribing, Akerman Medical Practice has now employed services of a community pharmacist, Mr Sanjay Mistry, if you suffer from a long term medical condition or on regular repeat medication, you may be invited for a medication review with the practice pharmacist

Only Order the Medicines you need:

- Please let your GP or Pharmacist know if you've stopped taking any of your medicines
- Check what medicines you still have at home before re-ordering
- Discuss your medication with your GP or Pharmacist on a regular basis
- Think carefully before ticking all the boxes on your repeat prescription forms and only tick those you really need

- If you don't need the medicine please don't order it! If you need the medicine in the future you can still request it.
- If you need to go into hospital, please remember to take all your medicines with you in a clearly marked bag. Please also remember that your medicines are prescribed only for you; it's not safe to share them with anyone else.

Remember unused medicines cannot be recycled

- Even if you never open them, once medicines have left the Pharmacy, they cannot be recycled or used by anyone else.
- Please bring your unused medicines to the Pharmacy for safe disposal. NEVER DISPOSE OF YOUR UNUSED OR UNWANTED MEDICINES DOWN THE TOILET

Unused medicines are a safety risk

- Return out of date medicines to your pharmacy or dispensary for safe disposal
- If your medicines change - return your old medicines to the pharmacy for safe disposal to avoid mixing them up with your new medicines
- Don't stockpile medication - it is a safety risk for children and others who might take them. Store medicines in an appropriate place out of reach of children

To get more information please visit <http://www.medicinewaste.com/help>

SEASONAL CLINICAL ISSUES

Hay fever:

Many people suffer from pollen related hay fever symptoms during summer.

If you have any of the following symptoms

- sneezing
- a runny nose
- itchy eyes

You could be allergic 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

please email the practice to get a prescription.

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.



DNA STATS(LAST 4 WEEKS)

GP 55 face to face

GP 201 Telephone

Nurse 29

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.

REGISTERING PATIENTS

We are currently registering patients. Do you have any friends or family that need to register with a GP? Visit our website and register online.

Register today, do not wait until you are in an emergency. This could delay you, your family or friends in seeing the doctor when they really need to.

SUPPORT YOUR LOCAL LIBRARY

Lambeth Council have decided to close Minet Green, there is a petition that is currently going on in the Library to keep it open or online at <https://www.change.org/p/london-borough-of-lambeth-save-minet-library-and-keep-lambeth-archives-in-its-present-location>.

Friends of Minet Library have the following to say as the main reasons to keep the library open:

- It's one of the few amenities in Vassall Ward that is open to all as a community space - in an area where housing is becoming ever more dense.
- Knowledge is power - all ages need better access to digital information, the library provides this access
- Children and parents need places to learn together.
- People need jobs - the library could provide high tech training to meet the skills gap and get people into jobs
- Lambeth Archives were founded here 100 years ago - they are an important part of our local heritage, linking our community to its history.

DEMENTIA

We are currently targeting patients that have a high risk of dementia (Those with diabetes, hypertension, stroke, heart disease or any other long term illnesses.)

If you are in the high risk group you will be asked to participate in an assessment by the HCA.

PPG (PATIENT PARTICIPATION GROUP)

One of the main themes that came out of the PPG was an introduction of a Voluntary Liaison, this is so that the practice and the patients are kept inform of what is happening in the area, the aim is to get more of community spirit, there are a lot of

projects happening in the area that people could benefit from but do not know. For the practice we hope that this will be the start of a more joint working with voluntary sector to help patients feel less isolated in this day and age.

Our next issue will be out in October 2015

The next Patient Participation Group will be on Wednesday 23rd September 2014

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