



# Akerman News Update

SEPTEMBER 2016  
WELCOME TO AKERMAN MEDICAL PRACTICE SUMMER EDITION

www.AkermanMedicalPractice.com

## SEASONAL CLINICAL ISSUES TIME FOR THOSE FLU JABS!

- As we approach the season for flu injections we invite you to stay one step ahead by booking your vaccinations!
- To do so we make the process nice and easy
- **The flu injections have been delivered. We have a walk in clinic on Saturday 24.09.2016 10-1pm. We also do walk in at any point in the day just ask for Zafar Sheikh**



## 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)  
 Jamana Khanom (Practice Nurse)

Non Clinical  
 Shelly Usher (Practice Manager)  
 Zafar Sheikh (Senior Administrator)  
 Marie Rajiah (Receptionist)  
 Andrea Piedade (Receptionist)

## 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.

## JOIN OUR PATIENT PARTICIPATION GROUP. WE WANT YOU

- We are in the process of revamping out patient participation group.
- The patient participation group is made up of patients who have an interest in being actively involved in the decisions and processes implemented within the surgery
- We would like the PPG to be representative of all patients having a variety of ages, ethnicities, gender.
- The PPG meetings are held every three months and your input can be both face to face through attendance or virtually via email.
- If interested please contact the reception for more info.
- Our first meeting was held on Monday 12th September with only two members able to attend.
- If there is a preference on how or when to hold the meeting we would appreciate your feedback!



## 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.

## NHS ENGLAND FRIENDS & FAMILY TEST

The Friends and Family Test (FFT) for patients is a single question survey which asks patients whether they would recommend the NHS service they have received to friends and family who need similar treatment or care.

If you would like to take this sur-

**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 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.



### DNA STATS(AUGUST 2016) GP and Nurse: 54

*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.*

### What is domestic violence?

- Emotional or Psychological Abuse
- Domestic Abuse Against Men
- Physical Abuse
- Economic or Financial Abuse
- Sexual Abuse
- Female Genital Mutilation
- Domestic abuse perpetrated against people with disabilities
- Forced Marriage
- Honor based violence
- Elder Abuse
- Domestic abuse within gay, lesbian bisexual and transgender relationships



### Alcohol

Drinkers often cram their drinking into a few sessions, usually over the festive period and weekends. However, this way of drinking can not only harm their health, but also put their personal safety and that of others at risk. It can also have an impact on relationships with family, friends and employers.

What do you really know about alcohol and how it might be affecting your life?

See more at: <http://www.knowyourlimits.info/>

For more support please call LEIPS on 020 3049 5221 or email [gst-tr.AlcoholLEIPS@nhs.net](mailto:gst-tr.AlcoholLEIPS@nhs.net)

### 65 Year Old and Over

Are you over 65 years old and living alone at home. DO you know anyone who is over 65 and lives home alone.

They can receive extra help and support during winter by contacting the Age UK Lambeth branch.

More information available [here](#)



### 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.

