

Dr Victoria Muir's Practice Newsletter

Issue 1
September
2016

Welcome to Our Newsletter

Welcome to the first edition of our practice newsletter, which is written by the practice team in partnership with our Patient Participation Group (PPG). We hope that you will find this a useful way of being kept up-to-date with our latest news. Please feel free to make suggestions for articles in future editions.

The practice team has been very busy over the last few months as the practice has undergone a major refurbishment. This included redecoration, new flooring and window blinds, improved lighting and seating. We thank you all for your patience while the works were in progress, and we hope that you now enjoy visiting us in our fresh

and modern looking surgery.

The details of the refurbishment were proposed and agreed with our PPG. If you would like to have a say in future developments at the practice, please do join our PPG by contacting lily.megaw@nhs.net. Our PPG helps us to better understand our patients and provide better healthcare through communication and access to surgery facilities. The PPG has input into the way the practice runs and the services we provide. We are keen to recruit a cross representation of our patients to help improve our services. We aim to hold meetings every. Meetings take

place on a weekday, in the evening.



Care Quality Commission Inspection

CQC inspect practices across England. They rate practices on the care given to patients. Ratings are awarded on a four-point scale; 'Outstanding', 'Good'; 'Requires Improve-

ment', or 'Inadequate'.

We were inspected in April. We are pleased to announce we have been rated GOOD. The full report can be found on

our practice website.



Dr Victoria Muir
CQC overall rating
Good

The Practice is Open:

Monday 08.00—20.00

Tuesday 08.00-19.00

Wednesday 08.00—19.00

Thursday 08.00—19.00

Friday 08.00—18.30

Saturday 09.00—14.00

When we are closed, please call 111 if you need medical advice and cannot wait until we are open again.

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When to Go to A&E

As you may have seen recently in the news, Accident & Emergency departments are under constant pressure to see everyone who presents there. Very often patients go straight to A&E for complaints and symptoms which could be managed more appropriately at the practice.

We realise that there are times when it might not be clear as to what you should do, so please do contact us first. Our receptionists are highly experienced and will ensure you get the most appropriate appointment if you explain the nature of the emergency – they are bound by the same rules of confi-

dentiality as our doctors. Patients with urgent medical problems will always be seen on the same day. Please book a telephone or Skype appointment if you can't come to the practice in person.

Examples of when you should attend A&E without delay are:

- Major injuries Falls from a considerable height
- Major head injuries
- Collapse/loss of consciousness
- Severe breathing difficulty
- Persistent, severe chest pain
- Severe bleeding Severe burns & scalds
- Poisoning or severe allergic reactions



Friends & Family Test Results

NHS England has asked all GP practices to get feedback from patients. We ask our you via SMS or paper if you would recommend our service to their friends or family. This is called the Friends & Family Test (FFT).

If you receive a text from us asking for this feedback, please do complete the survey, as it provides us with valuable information on your experience. You can also find comment

cards at reception. It only takes a couple of minutes.

From the comments we have re-

ceived recently we know:

What you like:

- Ease of getting an appointment
- Friendliness of staff
- Caring and professional GPs
- Excellent practice nurse

What you don't like:

- Appointments don't always start on time

Recent FFT Results:

May: 100%

June: 91%

July: 92%

August: 92%

How to Get Your Test Results

Results for blood tests normally take 4 working days and X-Rays 7-10 working days to arrive. To get your results, it's best to call between 1.00pm and 3.00pm to enquire about your test results when our reception staff will have more time to deal with your request and can pass the call to a doctor or nurse if necessary. They can also arrange an appointment or telephone consultation for you to discuss your

results with the appropriate clinician. You can also get your results through online services if you are signed up to this. You can either see your results if you



You can now get your test results online if you are registered for online services

have requested access to your detailed coded record or alternatively, you can email the practice using the Messages functionality. For more information about online services, please see our website for further details.

Get Your Free Annual Flu Jab from September 17th

The 'flu is a highly infectious illness that spreads rapidly through the coughs and sneezes of people who are carrying the virus. It remains a major cause of illness especially in the elderly and those with chronic diseases. Immunisation has shown to reduce the risk of contracting the flu and its possible complications, such as pneumonia.

As part of the National Flu programme the vaccine is offered free to specific groups of patients. These include those aged 65 and over, pregnant women, children aged two to four, carers and those with chron-

ic conditions such as diabetes, respiratory disease, heart, liver, kidney or neurological disease, problems with your spleen, and conditions resulting in a weakened immune system.

Please make sure you attend for your jab to ensure you are protected for as long as possible.

If you have your flu jab done privately or elsewhere, please let us know so that we can keep your medical record up-to-date.



You can book your appointment for your flu jab online this year if you want to.

Do You Care for Someone?

If you look after your partner, family member or friend, who could not manage without you due to physical or mental illness, disability, frailty, life-limiting illness or substance misuse problems, then you are an unpaid carer and we want to help you.

Caring can bring its own rewards but we recognise that sometimes you might find it stressful and physically demanding. Our practice team is dedi-

According to 2011 Census figures, there are almost five and a half million carers in England.

cated to offering carers as much help and support as needed, in order for carers to lead a healthy and fulfilling life and to flourish as carers.

Once registered as a Carer, we can offer you, if required:

- Flexible Appointments
 - Flu Vaccination
 - Health Check and Health Screenings
 - Information and Support
 - Referral to complimentary services
 - a free Carer's Information pack
- Please speak to Minara, our Carers Champion, or one of our GPs or Vimi.

Do We Have the Correct Contact Details for you?

Please let us know as soon as possible if your address or telephone number changes.

It is very important we have up-to-date information for all our patients. If you are referred by the GP and your home address details are incorrect, your appointment details will be sent to the wrong address which may re-

sult in a delay before you are seen. Sometimes NHS England removes patients from our list if letters to you are returned to them unopened.

We now text patients with appointment



Having your correct contact details helps the efficiency of the practice and other NHS services

confirmation and reminders, and to let you know if you need to come and see us, e.g., for your annual flu jab, so it's essential that we have your current number.

Practice Details

Dr Victoria Muir's Practice
Belgrave Medical Centre
13 Pimlico Road
London, SW1W 8NA

Appointments: 0207 824 8234
Enquiries: 0207 730 5171
Fax: 0207 823 5062

**Visit our website at:
www.drvicoriamuir.co.uk**

Did you know?

There has been an NHS GP practice at 13 Pimlico Road since July 5th 1948, when the NHS was founded? Dr Muir has been at this practice since 1981, and is now seeing the children of some patients who she saw as children in her early days here.



Stoptober is back for 2016 to encourage smokers across England to make a quit attempt during October. Stoptober has motivated almost 1 million quit attempts to date, with thousands more likely to take part this autumn, and this year there are plenty of ways for people and partners to get involved. For more information go to <https://www.nhs.uk/oneyou/stoptober> or book an appointment with our specialist stop smoking advisor, Lils Rock.

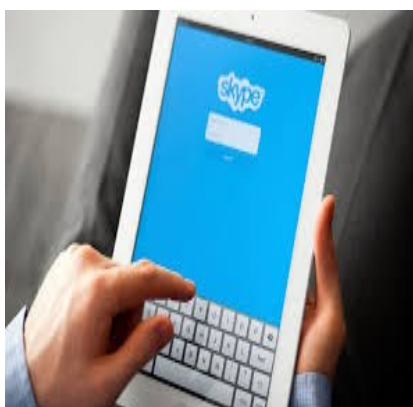
Remote Consultations by Skype, Telephone & Email

We offer Skype, telephone and email consultations as an alternative to any of our routine GP appointments. You can phone to make an appointment as usual but tell the receptionist that you would like a Skype or telephone appointment rather coming to the surgery. You can also book these appointments online if you are registered for online services. The GP will then Skype or phone you at the designated time.

Remote appointments are suitable for anyone not requiring a physical examination. You can request a Skype or telephone appointment if you feel too ill or are unable to come to the surgery for any reason, or simply if it is more convenient for you.

For Skype appointments, you need to have a computer/mobile phone with an inbuilt camera or webcam to access Skype. You will need to have your own account with Skype.

We also offer electronic consultation service to our patients. This allows



you to request medical advice from a GP via SystemOnline. Your message will be answered within 24 hours by one of our GPs or a receptionist where appropriate. This service is only available Monday – Friday.

This service is not appropriate for everything. It is used mostly so for test results, queries about medication, NHS medical reports, and queries related to your recent referrals. It is not appropriate for urgent medical requests. A record made of your email/message and the associated reply is added directly to your own patient record so there is always a record of what you as the patient asked and what the GP replied to your query.