

ABINGDON MEDICAL PRACTICE



82-92 Earls Court Road
London W8 6EG
020 7795 8470

www.abingdonmedical.co.uk

NEWSLETTER - SPRING 2017



STAFF CHANGES

We would like to welcome Martha Murphy in Reception and our new Registrar Dr Katherine Richards. We also have two new locums Dr Hajra Siraj and Dr Siobhan Mactavish who are covering while Dr Jacks is on maternity leave.

Sadly Dr Corbett is retiring at the end of June. There is a book in Reception for those who would like to wish her well.

SEVEN DAY GP & NURSE ACCESS

As of May 2nd 2016, you will have access to GP and nursing services seven days a week, thanks to a new service commissioned by NHS West London Clinical Commissioning Group (CCG).

Two state-of-the-art hubs will be accepting referrals for GP and nurse appointments at

ESSENTIAL INFORMATION

Opening Times:- Mon-Fri 8.00am-6.30pm Sat 8.30am-12.30

Telephone Reception:- 020 7795 8470

SMS to cancel appointment:- 07785582798

Email prescriptions:-
abingdonmedical@nhs.net

Sign up for internet appointments and all other information:-
www.abingdonmedical.co.uk

the weekend at the following locations:

Violet Melchett Clinic
30 Flood Walk
London
SW3 5RR

St Charles Centre for Health and Wellbeing
Exmoor Street
London
W10 6DZ

Hub opening hours will be 1800-2100 Monday to Friday, 0900-1700 on Saturday, and 0900-1300 on Sunday.

To make an evening or weekend appointment at the Hubs simply contact your practice who will help you to book a convenient slot. Available services will include routine appointments, check-ups, small wound care, cervical screening, contraception advice and vaccinations.



CONFIDENTIALITY & MEDICAL RECORDS

The practice complies with data protection and access to medical records legislation. Identifiable information about you will be shared with others in the following circumstances:

- To provide further medical treatment for you e.g. from district nurses and hospital services
- To help you get other services e.g. from the social work department. This requires your consent

Reception and administration staff require access to your medical records in order to do their jobs. These members of staff are bound by the same rules of confidentiality as the medical staff. All access is auditable and controlled by user smartcards. There are further leaflets available on the web site at www.abingdonmedical.co.uk and in Reception.



ZERO TOLERANCE POLICY

Thank you to all the patients who recognise the work that Reception

do and support them in their endeavours.

We have recently had an incident where a patient became abusive to staff and patients in the reception area.

A zero tolerance policy towards violent, threatening and abusive behaviour is in place throughout the NHS.

The doctors, nurses and staff in this practice have the right to do their work in an environment free from violent, threatening or abusive behaviour and everything will be done to protect that right.

At no time will any such behaviour be tolerated in this practice. If you do not respect the rights of our staff we may choose to inform the police and make arrangements for you to be removed from our medical list.

ONLINE ACCESS

We now have over 12% of our patients using this facility and would encourage more people to join. It is much easier making appointments this way as you can see

the information on the screen rather than requesting it from Reception. It is also available 24 hours.



ONLINE SERVICES

Beat The Queues!



- View existing appointments
- Book a new appointment
- Cancel an appointment
- View your medication
- Request repeat medication
- Change your contact details
- Complete questionnaires

24 hours a day, 7 days a week, 365 days a year

ONLINE ACCESS FROM ABROAD

Recently we have had patients saying that they are unable to connect. In all these cases the patients were trying to connect from outside the UK. The result is an error message, I have asked SystemOnline to create an appropriate message but they still have not responded.