

# ABINGDON MEDICAL PRACTICE



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020 7795 8470

[www.abingdonmedical.co.uk](http://www.abingdonmedical.co.uk)

**NEWSLETTER - SPRING 2019**



## STAFF CHANGES

Dr Jacks and Dr Srikantharajah are both due maternity leave this year. Their patients will be covered by Dr Sophie Redlin, Dr Clare Corbett and Dr Hajra Siraj. All these doctors are familiar with the practice so it should be a smooth transition.

## CARERS

Carers are a hugely important asset to the NHS. However, too often carers do not receive the recognition and support that they need and deserve from the NHS. Are you a carer? Do you look after someone? A parent, a partner, a friend or neighbour? Carers Network is a local independent charity that can help you if you are over 18 and a carer. They can help you with: carers' assessments;

## 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](mailto:abingdonmedical@nhs.net)

Sign up for internet appointments and all other information:-  
[www.abingdonmedical.co.uk](http://www.abingdonmedical.co.uk)

information and advice; accessing grants to assist you in your caring role; social events and activities.



For more information, or to refer yourself, please contact Carers Network on 020 8960 3033 or email [carers@carers-network.org.uk](mailto:carers@carers-network.org.uk) These links are available on the practice web site.

## EMAILS

Please be aware that although GPs and staff may send you an email, replying to this will not get a quick response

and is not reliable. The email is scanned back into your notes and does not necessarily go to the required GP. If you need medical advice it is always best to telephone the surgery.

## INTERNET APPOINTMENTS AND PRESCRIPTIONS (SYSTEMONLINE)

Please sign up for booking internet appointments and requesting prescriptions over the web, any member of staff can help you register for this or you can sign up on the practice web site [www.abingdonmedicalpractice.co.uk](http://www.abingdonmedicalpractice.co.uk). Using the online booking and prescription request services saves time spent on the telephone and clears the line for emergency calls. The service is easy to use

and you can also sign up to view your notes and results. Please note the service does not work when you are abroad

### **CYTOLOGY/SMEAR TESTING**

Despite the nurses telephoning, texting and leaving countless messages, we are struggling to persuade people to attend this screening service. Cervical screening can stop cancer before it starts by preventing any potentially harmful cells from developing. If you are aged 25 - 64 and have not had a recent smear test please book an appointment with the nurse today.

### **OVER 45 BLOOD PRESSURES**

It is recommended that everyone over 45 years has their blood pressure checked at least every five years. If you are over 45, you can book in with our Health Care Assistant for a health screen and check your risk factors

for diabetes or heart disease.

### **PATIENTS WHO KEEP MISSING APPOINTMENTS**

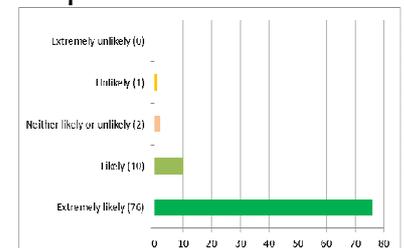
We have had a couple of complaints this year about our policy for patients who miss appointments (DNA - Do not arrive). People who persistently DNA waste appointments for those who need them. If you do not need an appointment, please do not book one “just in case”.

Patients who DNA more than once in a year are sent a warning letter and after further DNAs they may be removed from our list. We will always confer with their GP before doing this as there may be a medical reason for their behaviour.

### **FRIENDS & FAMILY**

Thank you to all of you who continue to provide feedback using the Friends and Family questionnaire on the web site or the slips of paper in Reception. As we are required in our

contract to provide at least five responses a month, so occasionally we send text reminders asking for feedback to those who have had appointments that month. Your response has been fantastic and is really appreciated. This year so far the responses were:-



<b>Extremely likely (76)</b>
<b>Likely (10)</b>
<b>Neither likely or unlikely (2)</b>
<b>Unlikely (1)</b>
<b>Extremely unlikely (0)</b>

Most of the responses were appreciative of the GPs and staff. A couple of negative responses complained of the attitude of Reception, appointment waiting times and the lift being broken.

The full results of this survey are available on the web site in the practice news section. <https://www.abingdonmedicalpractice.co.uk/news>