

# ABINGDON MEDICAL PRACTICE



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



## NEWSLETTER - SPRING 2018

### STAFF CHANGES

A big welcome back to Dr Jacks, who has returned from maternity leave and will continue caring for her patients. We also have two new Registrars, Dr Sophie Redlin and Dr Maham Stanyon who will be with us until the Summer.

We are in the process of putting staff photographs on to the web site so that you can identify people better.

### FRIENDS & FAMILY, FEMALE DOCTORS AND CHAPERONES

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. One patient did comment on the lack of female doctors after the retirement of Dr Corbett. Slightly

### 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)

surprising, we do have two male doctors, 5 female doctors and the rest of the medical staff are female. To help patients we have now made sure the sex of a doctor is displayed on the internet bookings. If patients require chaperones, we do have members of staff who have been trained in this.

### INTERNET APPOINTMENTS (SYSTEM ONLINE)

Please sign up for booking internet appointments on the web, any member of staff can help you register for this. Using

online booking saves time spent on the telephone and clears the line for emergency calls. You can also use this service to order repeat prescriptions.

### HEALTH WATCH

Healthwatch Central West London is an independent charity and membership organisation working to ensure your voice counts when it comes to shaping and improving local health and care services. If you are interested in getting involved go to [www.healthwatch.co.uk](http://www.healthwatch.co.uk)



The FAST acronym has featured in the advertising for a number of years and is a simple test to help people identify stroke symptoms:

**Face** – has their face fallen on one side? Can they smile?

**Arms** – can they raise both arms and keep them there?

**Speech** – is their speech slurred?

**Time** to call 999 if you see any one of these signs

### **ASTHMA REVIEWS**

If you suffer from Asthma we recommend you have an Asthma review at least once a year. We will be sending out text messages to remind you.

### **OVER 45 BLOOD PRESSURE**

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.

### **ZERO TOLERANCE POLICY**

Thank you to all the patients who recognise the work all our staff do

and support them in their endeavours. Any abusive or racist behaviour will not



be tolerated. 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.

### **PRESCRIBING WISELY**

The 'Prescribing Wisely' campaign will try and reduce spending on medicines and also reduce waste. If a medicine you need can be bought without a prescription, your GP may ask if you are willing to buy it. If you are not, it may be prescribed.

When you buy one of these medicines at a pharmacy, it is worth asking for the least expensive form of the medicine.

Another aspect of the Prescribing Wisely campaign is to try and

reduce the number of medicines that are wasted. Some of this waste can be reduced if people request their repeat prescriptions directly from the surgery, rather than allowing a community pharmacy to request prescriptions on their behalf. Nobody knows which medicines you are really running out of better than you (or your carer). There is more information on our web site.

### **INITIAL ASSESSMENT SERVICE**

The initial assessment (triage) service is used to try and reduce the telephone queues on busy mornings by reducing the time taken on the Reception calls. If you need an urgent or same day appointment please make sure that you are available for the nurse/GP to ring back. They assess your symptoms and concerns, and then agree how these needs might best be met by giving advice or a face to face appointment.