

HURLEY CLINIC AUTUMN/WINTER 2018

Hurley Clinic, Ebenezer House, Kennington Lane, SE11 4H

STAFF NEWS

Please welcome our new receptionists, Samina Samad, Claudette Wright, Natalie Obeng and Alan Armstrong.

New GPs – Dr Thomas Leonard, and Dr Simin Hussain who are both working here as locums.

Welcome also to Practice Nurse, Elia Monteiro (female) and Vijay Sisodia (male). You may also know that our two regular nurses, Olivia and Agueda are away on maternity leave and both will be back in the new year.

Xmas Holiday period opening times



In the Xmas week starting from 24th December...

Monday 24th December 2018 – normal opening hours of 8am to 6.30pm

Tuesday 25th December 2018 Xmas day – CLOSED

Wednesday 26th December 2018 Boxing Day – CLOSED

Thursday 27th December 2018 – normal opening hours of 8am to 6.30pm

Friday 28th December 2018 - normal opening hours of 8am to 6.30pm

Monday 31st December 2018 - normal opening hours of 8am to 6.30pm

Tuesday 1st January 2019 - CLOSED



Please see below or our website at www.hurleyclinic.co.uk to confirm alternative places for urgent treatment when we are closed.

FLU JAB



Every year we have a campaign to get patients aged 65 and over, and patients with a particular medical condition, protected from the Flu. We give the jab in walk in clinics that have run for the whole of October 2018, and in special appointments with our Nursing Team. Also our Doctors will give the flu jab as necessary.

We urge everyone who is entitled to the flu jab (we would have sent you a letter inviting you to come in), to have the jab.

ACCESSING APPOINTMENTS

HUBS



We have the access to four GP hubs across Lambeth which we are able to book patients into to see a GP or Nurse when we are not able to provide an appointment here at the Hurley. It offers weekends and later opening giving patients more choices due to the extended hours.

You need to ask Reception to book the appointment for you, and agree for doctors at the other surgery to see your medical record.

South Lambeth Road Practice



1 Selway House
272 South Lambeth Road
London SW8 1UL
020 7622 1923

Pavilion Medical Practice

9 Brighton Terrace
London SW9 8DJ
020 7274 9252



Streatham High Practice



2-8 Gracefield Gardens
London SW16
020 3049 4850

Vassall Medical Centre

89 Vassall Road
London SW9 6NA
020 7793 3100



CONSULT YOUR GP ONLINE

Visit our website:

www.hurleyclinic.co.uk

To get treatment and feedback from your own GP - without seeing us in person.

Triage Telephone Appointments

If you have a medical urgent need that needs to be addressed on the same day and you are not able to travel to one of the HUBs on offer you will be offered the triage system, which is an emergency telephone call back from the doctor. It is important that you let the reception know of any change of telephone numbers and the reason for the emergency so the GP is able to prioritise

PATIENT ACCESS

**BOOK APPOINTMENTS ONLINE,
REQUEST PRESCRIPTIONS,
VIEW TEST RESULTS**



No more waiting on the phone and queueing at reception.

Sign up to Patient Access Today!!!

For more information ask at reception....

You can now make, cancel appointments; order repeat prescriptions and view lab test results online using our EMIS access service.

For more information and to register for this service come into the surgery and bring with you a photo ID and complete a consent form. A member of the reception team will check your details and provide you with your personal online ID.

CLINICAL PHARMACIST

The Hurley Group have employed 3 clinical pharmacists to work at a number of sites. We have been allocated the highest graded Pharmacist, Asha Desai who will be working a number of days at the Hurley clinic (up to 2 mornings per week). She is able to see patients for Medication reviews, medication changes, shared care issues, hypertension and some other aspects of chronic disease care. Appointments are available for patients to book.

DID NOT ATTEND (DNA)

At the Hurley Clinic we offer over 4000 GP nurses and clinical pharmacy appointments each month, of these appointments there are on average 85 to 100 that are not attended. You can cancel your appointment at any time via the internet using our EMIS access service. Appointments are very precious to all.

**Keep it, Cancel it
But please don't
Waste it.**

APPOINTMENT DELAYED



We understand that when clinicians run late it can be very frustrating and inconvenient for all concerned.

This may happen due to a number of unexpected reasons, some of which are:-

- Patients arriving late and being seen
- Patients with multiple issues

- IT problems
- Another clinician may need urgent assistance

It is also difficult to predict if we will continue to run late as we can often catch up if we have a few appointments where patients don't always need the full 10 minutes.

AUDIOLOGY CLINIC

The audiology clinic is run by Scrivens who are a dedicated hearing clinic run here at the Hurley for patients who are over 50 and are concerned about their hearing. You can find details about this service here at the Hurley. Please ask at reception or look out for the information in the reception area.

READY TO QUIT SMOKING

***Are you a smoker?
Do you want to give up?
Let us help you...***

At the Hurley Clinic we understand the difficulties you may encounter when giving up smoking. For more information please pick up a smoking cessation leaflet from reception or phone

Lambeth 0800 856 3409/020 3049 5791
Southwark 0800 169 6002/020 3049 8550
Guy's and St Thomas 020 7188 0995

The team will book you an appointment here at the Hurley Clinic on a Wednesday. Unfortunately, we here at the Hurley are unable to assist in making appointments for this service.

ACCESSING YOUR MEDICAL RECORDS

Patients can request a copy of their medical records but completing a subject access form, which can be obtained from the reception desk. Requests usually take up to **30 days** to be processed and completed.

For more information please ask at the reception desk.

Notice Of Closure on Thursday 6th December 2018 from 12:30 for training purposes.

The Practice will be closed for Training purposes on Thursday 6th December 2018 from 12:30pm.

If you have a prescription that is ready for collection, you can pick this up from **Hills Pharmacy** directly across the road from the surgery.

IF YOU REQUIRE MEDICAL ATTENTION WHILE WE ARE CLOSED PLEASE CONTACT 111 or

Call **SELDOC** to speak to a GP on 0208693906

Visit the **New Cross GP Walk in Centre**, Waldron Health Centre, Amersham Vale, London SE8 4BG. Tel: 02030498970
 Open 8am-8pm, 7 days a week

PATIENT PARTICIPATION GROUP

We welcome working with our Patient Participation Group (PPG). They actively help us and work with us at the clinic to see things from the patient perspective and how we might make things better.

We now need your consent to keep you updated with information about the PPG and any events and or meeting that you may benefit from. Consent forms are available at reception Please ask at the reception desk.

Created by Claudette Wright