

Jenner Practice Newsletter

Mid-Winter 2016

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Our appointment system

We have increased the number of pre-bookable appointments; these appointments will be available throughout the week.

We will continue to offer patients the option of a face to face or telephone consultation with the doctor. This can be a highly effective and convenient way to get treatment or advice.

Our appointments are very precious and so patients wanting an urgent appointment will be placed on a "triage list" and our on-call team will assess the urgent requests.

Our on-call team will consist of an Advanced Nurse Practitioner, a practice Pharmacist and a Doctor. Many of these urgent requests will be managed over the phone with advice or a prescription.



The Pharmacy First scheme provides advice, treatment and medicines for common ailments from your local pharmacy.

How does it work?

If you have any common ailments, you can access the Pharmacy First. You will be seen promptly by a member of the pharmacy team and you can ask to be seen in private.

Who is eligible?

You are eligible for the Pharmacy First scheme if you are:

- Registered with a Lewisham GP
- Suffering from one of the conditions listed above
- You are NOT pregnant

Please note:

- For some conditions there are age limitations
- Person needing treatment must be present at the consultation



Free Health Checks

The NHS Health Check is a free check-up of your overall health. You can have an NHS health check if you are aged 40-74 and you haven't had a stroke, or don't already have heart disease, diabetes or kidney disease.

The health check can tell you whether you're at higher risk of getting certain health problems, such as: heart disease, diabetes, kidney disease and stroke.

What happens at the NHS Health Check?

The check should take about 20 to 30 minutes and the nurse or healthcare assistant will ask you some straightforward questions and measurements such as age, sex, family history, height, weight and blood pressure.

There will also be a simple blood test to measure your cholesterol level. Following the check you will receive personalised advice about what you can do to stay healthy. By taking early action, you can improve your health and prevent the onset of these conditions.

To make an appointment please contact the practice.



Online patient access

You can now book an appointment and order a repeat prescription on your mobile or desktop. The App is available on android and IOS and you can download the App from our website.

What can we offer you?

What I need

Healthy Lifestyle Advice
Help with Smoking
And Alcohol

who to see

Nurse
Nurse

Blood Pressure Monitoring

Use our automated pod
Health Care Assistant

Blood tests

Phlebotomist

Chronic Disease Monitoring

Nurse /Doctor

Health Checks

Nurse

Childhood Immunisation
Cervical Smear
(Every three to five years)

Nurse
Nurse

Breast Awareness
Breast exam

Nurse
Doctor

Dressings & removal of
Stitches

Nurse

Emergency Contraception

Pharmacist
Nurse

Pregnancy Test
Family Planning

Chemist
Nurse

Starting a family

Nurse
Health Visitor

Antenatal Care

Midwife / Doctor

Advice on Sexual Diseases
Advice on HIV/Aids

Nurse
Nurse

Travel Advice and jabs

Nurse

Our Patient Participation Group

The Jenner has a well-established committed group of patients in our participation group. The group is constantly mindful of patients with particular needs and that might affect a barrier to having their voices heard and represented.

Our aim is to ensure that patient health is the priority despite monetary pressures within the NHS. We constantly strive to improve services by asking patients through surveys or NHS choices. The results of these are shared with the PPG and changes made following their reflective comments. If you would like to join the PPG please go to our website at www.jennerpractice.co.uk you can also find details on the PPG notice board in the waiting room or ask at reception.

" Never doubt that a small group of thoughtful committed citizens can change the world; Indeed, it's the only thing that ever has".

Margeret Mead

Practice Development

welcome and hello to:

Christine Towey, Mellisa Wilmshurst and Debbie Collins who joined our reception team at the end of December 2016. They are currently in training, so may need to seek advice when you call or attend the practice. We thank you in advance for your patience.

The NHS is developing new care models to redesign health and care systems, to reduce health inequalities and address productivity and efficiency challenges. As a direct result of these changes, we are exploring the possibilities of working closely with other local practices. We want to retain the 'core principles of general practice' and working with other practices (working at scale) may be one way of achieving this.

You will still be registered with the Jenner and everything that you are familiar with. But behind the scenes, we'll be able to centralize operations and we will continue to tailor our services to the needs of our patients. This is quite a decision and we will be looking at the opportunities and the risks. We will also be discussing working at scale with our patient group in March when we will be in a position to offer more detail.

Over to you At the Jenner, we very much value patient feedback and comments upon how we perform here at the practice, as they enable us to improve the service that we can offer. Equally we are delighted to hear from you if you have been pleased with the service we have provided.

If you have had a good experience please visit www.nhs.uk Under "services near you" select "GPs", type in our postcode (SE23 1HU) And click on "rate it yourself"

Many thanks

