



# the Millway Newsletter

Issue 9



[www.millwaymedical.com](http://www.millwaymedical.com)



Winter 2018



## Appointments at the Surgery

We know that appointments are hard to come by; there are just so many available and too few to satisfy all demand. However, there are ways to make matters better:

- ◆ Patients should think carefully about how urgently they need to see a doctor: there are alternatives for many minor ailments such as speaking to a pharmacist, and following self-help guidance from the NHS (see *Our New Website* overleaf for more information);
- ◆ We are looking carefully at our appointment management system to see if we can find ways to free-up more appointments;
- ◆ We have many telephone appointment slots so you can speak to a doctor and if essential, come to the Surgery for further examination and treatment;
- ◆ We are working to put in place a *Social Prescribing* service, operated by our Volunteer Supporters, to guide suitable patients to additional, non-clinical help and advice that is widely available from many national, charitable bodies in the UK; this we hope will free-up more appointments for purely medical treatment.

While Millway Medical Practice is a very large and busy practice, we are able to offer better-than-average appointment access: while in 2018 we were required to provide 72 appointments per 1000 patients, in fact we were able to provide 76.5.

## Travel Clinic Appointments

If you have booked a travel clinic appointment it is important that you arrive on time.

You will need to complete some paperwork and the nurses have a lot of information to give during a travel appointment. Arriving late may result in you not being able to receive all of the vaccines and information that you require during that appointment, and you may be asked to book a further appointment.

Please respect the nurse's decision, it is for your safety and in your best interests for this appointment not to be rushed.

## Good News about Appointments!



Well done & 'thanks' to those who contacted us to cancel an appointment that they no longer needed, or could not make. In the period October to December 2018 97.5% of patients attended for their appointments.

You can tell us -

- ◆ Online by using patient access.
- ◆ By replying **CANCEL** to your SMS appointment reminder.
- ◆ Or by calling the surgery on 020 8959 0888

## Arriving Late For Appointments

It is important that you arrive in time for your appointment, as one person's lateness adversely impacts on all of the patients who have arrived on time for their appointments. For that reason our practice policy is to limit the lateness to 15 minutes maximum and those who arrive later than that are asked to rebook. Please respect this decision if you are asked to rebook.

Our GP's do their best to run to time, but for reasons outside of their control e.g. a patient's medical condition requires more than the allocated time or they are dealing with an unexpected emergency (remember it may be you requiring the extra time one day) they do overrun.

Despite this we do require that you to arrive in time for your allocated appointment slot.

## Our Social Prescribing Service

We are beginning to roll out our new Social Prescribing service. This aims to provide non-clinical help and guidance in these areas:

- ◆ Contact & Inclusion (for someone who feels socially isolated)
- ◆ Diabetes
- ◆ Children with special needs
- ◆ Prostate cancer
- ◆ Dementia carers (*Drop in sessions are on the 2nd Wednesday of every month the next sessions are: 13th February and 13th March from 1:30pm-4pm*)

The service is prescribed by a GP and, with the patient's permission, is run by our Volunteer Supporters who will tell patients about the many local and national organisations that can provide advice and help.

## Flu Vaccinations

Did you miss out in the recent flu vaccination sessions? It's not too late—phone to book an appointment - it could stop you getting the nasty flu bug that is circulating.



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## Visit Our New Website

Have you tried our New Website? [www.millwaymedical.com](http://www.millwaymedical.com)

Make this your first port of call every time you think you need to contact the surgery.

### Millway Medical Practice

LONDON

Good morning. Enter the practice by selecting a room.



### THERE'S SO MUCH THAT YOU CAN DO ON OUR NEW WEBSITE

- ◆ 24/7 access to online resources, some of which provide immediate support.
- ◆ Saves time as you only need to attend an appointment when an appointment is needed.
- ◆ Allows you to get answers to questions when you need it.
- ◆ The website comes fully loaded with the tools to give you an easy way to help yourself, quickly find what you need and minimise your frustration.

### NEED HELP WITH OUR NEW WEBSITE?

Over the coming months our volunteers are preparing to help and give demonstrations on how to use the website. So that many more of our patients can have access to online help and guidance, as well being able to renew prescriptions, book telephone and doctors appointments and much more.

### PREDIABETES GROUP CONSULTATIONS

Since Summer 2018, the surgery team have been piloting Group Consultations - a novel way of seeing patients who are at risk of developing Type II Diabetes. Each patient spends 90-120 mins with our clinicians and with other people who are living with the same health conditions as they are, and going through the same experiences.

Up to December 2018, we ran 9 sessions with a total of 102 patients, all of which will be recalled to see if the advice and guidance received has helped them reverse their prediabetes risk. We are pleased to announce that of the 28 patients recalled so far, we have had a 100% success rate in helping them to reduce their risk of developing Type II Diabetes. Patients expressed that the sessions gave practical, positive advice and the ability to learn from each other, therefore gaining support and motivation from each other.

For more information on Group consultations, please contact Sophie (Group Consultation Facilitator) at [millwaymedical@nhs.net](mailto:millwaymedical@nhs.net)

### DR JUSTIN PETER SAYS 'THANKS'

*"A huge thank you to all patients and colleagues who kindly sponsored me running the Royal Parks Half-Marathon on 14th October 2018 – I raised £561 for Save the Children. It was a great experience, albeit a bit wet! The money raised will go towards vital work to protect and support Children worldwide caught up in conflict and areas of need. Thank you".... Justin.*

