



Amwell Group Practice
Newsletter September 2015
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Staff changes at the practice

Dr Paul Rogers

We are very sorry to announce that after 30 years of working as a GP in the NHS Dr Paul Rogers has retired from the Amwell Group Practice partnership. We know he will be missed enormously by his patients and our team at the practice.

Unless otherwise advised, patients on Dr Rogers' usual patient list will automatically be transferred to the list of Dr Catherine Glass.

Dr Catherine Glass - New GP Partner

We are delighted to announce that Dr Catherine Glass, who has been working with us since May this year, has recently been appointed as a GP Partner of the Amwell Group Practice.

We very much look forward to Catherine's long term contribution to the ongoing development of the practice as we face new challenges presented within Primary Care and the wider spectrum of the NHS. We would ask you to join us in welcoming Catherine and wishing her every success and happiness in her new role here.

GP Registrar

Dr Jenny Haworth's time at the practice as our registrar came to an end in November. She's been a fantastic part of our team for her final placement, and many of you have said how much you have enjoyed meeting her. She passed all of her last exams with flying colours. We wish her every success for her career.

Dr Helen Wileman has joined the practice as our new GP Registrar. Having training at UCLH and already worked in general practice we know she will be a fantastic addition to our team.

We would also like to welcome 3 new receptionists to our team – **Miss Lydia Mullings, Mrs Magdalena Gortych and Miss Stephanie Estrada Orozco**, they are settling in very well, we remain very fortunate to have such a great front of house team.

“Would you consider being more involved in your Practice?”

You said in our last survey that we were doing things well; you like our practice, value our clinicians and found our staff to be helpful and kind – thank you. To help make Amwell Group Practice even better – **we need your input!!**

Our patients are at the heart of everything we do at Amwell Group Practice. General Practice is a hub for your healthcare and embedded in your community. It can mean a great deal to so many people, therefore, listening to the patient voice is an imperative for us!

For the last 4 years, we have been running a patient Participation Group here at the practice and have a fantastic team who are one of the reasons that the practice is as good as it is. In addition to the members that meet regularly, we have a “virtual group” of over 300 patients that we can email to ask for their suggestions, comments and feedback.

Many of you do give us feedback when we see you in the practice, in patient surveys, and via websites like NHS Choices. To try and gather and respond to the different ideas that our patients have, we want to enlarge our Patient Participation Group (PPG) to be even more effective for every patient in the practice than it is already! We want it to be even more active group promoting partnership between you, the patients and us the practitioners in delivering the very best primary health care we can.

The only qualifications you need to join the group, is to be a patient at the practice, to care about making things better, and to be prepared to meet up four times a year (tea and biscuits are provided!).

We would be so delighted to chat to you if you are interested in making a difference at Amwell Group Practice. Do ask to speak to Peter Floyd our Practice Manager or Sonia Hehir our Patient Liaison Officer. You could also mention your interest to any of the clinicians you see at the practice in an appointment.

Vaccinations

Adult flu vaccinations - If you are over 65 and have any of the following conditions; Asthma and use inhalers, COPD, Diabetes, Heart Disease, have had a Stroke or TIA or are immunosuppressed you are entitled to a flu vaccination here at the practice.

Childrens flu vaccinations - If you have a child who was aged two, three and four on August 31st 2015, that is, children with a date of birth on or after September 1st 2010 and on or before August 31st 2013 they are entitled to a flu vaccination here at the practice.

Pneumococcal vaccinations - If you are aged 65 or over and have never had a pneumococcal vaccination (these are one-off vaccinations) you are entitled to one here at the practice.

Please make an appointment with a Practice Nurse or Health Care Assistant if you are eligible for any of the above

Christmas and New Year Opening Hours

Thursday 24th December (Christmas Eve)

Morning open as usual – the practice will close at 1pm – Care UK will provide urgent care/emergency service from 1pm-6.30pm

Friday 25th December (Christmas Day) and Monday 28th December

The practice will be **CLOSED**

Tuesday 29th and Wednesday 30th December – Normal Hours

Thursday 31st December (New Year's Eve)

Morning open as usual – the practice will close at 1pm – Care UK will provide urgent care/emergency service from 1pm-6.30pm

Friday 1st January 2016 (New Year's Day)

The practice will be **CLOSED** – Open as normal from Monday 4th January 2016

For urgent medical care when we are closed between 1pm-6.30pm please call CARE UK on 020 7388 5800

For urgent medical care at all other times when the practice is closed please telephone the NHS Out of Hours Service on 111

Your GP surgery now has electronic prescribing

What this means for you as a patient?

You are able to nominate a pharmacy anywhere in the UK, so that as soon as your Doctor signs the prescription it will automatically be at your chosen pharmacy.

How do I nominate a pharmacy?

You can nominate with your pharmacy of choice or you can inform a member of staff at the practice.

Is this service right for you?

Yes:

- ✓ Receive regular repeat prescriptions
- ✓ Collect your medication from the same place most of the time
- ✓ If you already use or have used a prescription collection service

No:

- ✗ Only get occasional prescriptions from your Practice
- ✗ Collect prescriptions from different places
- ✗ Often travel or work away from home

Out of Hours appointments - iHUB

From 5 October 2015 Islington registered NHS patients are now able to request an appointment with an Islington GP or Nurse from 6.30pm-8pm Monday to Friday and 8am-8pm Saturday and Sunday.

If you need an appointment when your usual GP surgery is closed in the evening or at the weekend, simply phone us at the practice during our opening hours on 020 7837 2020 and we can offer you an appointment with an Islington GP or nurse in one of three Islington GP Hub surgeries located at:

Andover Medical Centre – 270-282 Hornsey Road, London, N7 7QZ

Islington Central Medical Centre – 28 Laycock Street, London, N1 1SW

Ritchie Street Health Centre – 34 Ritchie Street, London, N1 0DG

To offer you the best care, we'll always ask you to give consent for a GP or Nurse to access your full medical records. This is a pilot service that will initially run to 20th June 2016.

For more information about Islington GP Hubs, please ask one of our receptionists for a leaflet.