



# The Redcliffe Review

The Redcliffe Surgery, 10 Redcliffe Street, London, SW10 9DT  
Telephone: 020 7460 2222

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theredcliffesurgery.co.uk

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## PATIENT SURVEY:

To help us improve our service we would greatly appreciate you taking a moment to fill out our short **patient survey** – it should take no more than 5 minutes of your time! For more opportunities to have your say see pg.3

## Moving Redcliffe Forwards! Our exciting proposed move to the Violet Melchett



As part of an initiative to improve primary care provision for patients and shift crucial services out of hospital and into local communities, the Clinical Commissioning Group for Northwest London intends to establish a new health and wellbeing facility at the **Violet Melchett Clinic in Flood Walk, Chelsea**. This has given our surgery the opportunity to relocate to an extended and redeveloped site in the next 3 or so years.

We believe that there are a number of significant benefits to this move. These include giving our GPs and patients access to a wide range of healthcare services, not all of which we currently provide, including: **Podiatry, physiotherapy, dieticians, blood collection, cardiology and respiratory tests, specialist nurses, social workers, dementia services/memory clinic, and mental health support.**

The new facilities will be designed to the latest standards, with large rooms and state of the art equipment. Under the proposals we will gain an

### Centre:

additional 2 consulting rooms, providing us with the extra capacity to more efficiently provide services to patients

All the facilities will be used flexibly so if the practice does need to use more GP rooms these will be available. We will have access to a wide range of meeting rooms where we can carry out training, education and engagement exercises for patients and staff, and where voluntary sector organizations can also hold events.

The new facilities will also include an open community café area with refreshments, comfortable seating, information points, and a play area for children.

We understand that you may worry about your continuity of care in the face of a relocation, and want to reassure you that this move just represents an enhancement of the services we already provide. As our patients you can continue to expect to

see your own GP who knows you and your medical history, whilst gaining access to a range of other health and wellbeing services all coordinated around you by your doctor, and under the same roof.

We recognize that our patients will still have a range of legitimate concerns/questions about these proposals. We want to engage fully with your comments and suggestions, and encourage you to fill out our feedback questionnaire to tell us what you think. The questionnaire can be found [here](#), or at reception.

**We hope to facilitate an ongoing process of engagement with our patients as we look forward to this exciting opportunity expand and improve our services. Look out for more information via email, online, and in our autumn newsletter, and please feel free to make your voices heard!**

## Book Your Appointment Online



### ➤ Did you know that you can now book appointments online?

Booking online not only saves you a telephone call or trip to the surgery, but also allows you to check availability a month in advance, and quickly choose whichever available option best suits you.

To use our online appointment service **you will need to register with us first**. You will need to come to the surgery with ID so that we can issue you with your username and password. Once you have been registered by one of our receptionists you can activate your registration [here](#). You will need your registration letter for activation as it contains your unique username and password. Since our online booking service is continuously updated, a slot unavailable online will also not be available over the

## APPOINTMENTS:

phone, so please do not call reception to check this. Thank you!

### ➤ Please help our receptionists help you and tell them what's wrong!

Our receptionists' only aim is to ensure that you get the right care as quickly and efficiently as possible. In order to do this, they **need** some information about the nature of your appointment. We realize privacy is very important, and are looking at ways to absolutely ensure confidentiality in the waiting room, but in the meantime even brief/general descriptions of the problem make it easier for reception to make sure you see the right person and get the service you need.

### ➤ Choose your appointments wisely and speed up your care!

Did you know that there's no need to see a GP for many simple and routine procedures such as **blood pressure, vaccinations and blood tests**? Booking these with One of our nurses or healthcare



assistants can get you seen far more quickly than if you wait for a GP slot.

### ➤ Hub Appointments at Violet Melchett and St Charles':

If you're a patient with a **chronic, complex, or long-term** condition then in order to ensure your continuity of care it is important that you are seen by your GP here at the surgery. However, patients with non-chronic problems can get an appointment with a GP far more quickly or at short notice by asking to be seen at the **Violet Melchett Clinic in Flood Walk, or at St Charles Health and Wellbeing Centre in Exmoor Street**.

Booking at VM also gives you the opportunity to have your own look at the site and space where Redcliffe may be moving under the proposals talked about on page 1!

## Choosing Wisely: Take Control of your Prescriptions and Help Protect the NHS:

**Your local NHS is facing challenges. Demand for healthcare is constantly rising as the population gets older, chronic and complex health conditions become more common and expensive new treatments become available. Unfortunately, our budgets are not increasing at the same rate.**

In order to protect our NHS and make sure Redcliffe can continue to provide vital services, we need to reduce waste and save money where we can.

### Did you know?

Many common medications are available without a prescription and sold cheaply at pharmacies or high street supermarkets. To reduce unnecessary prescriptions which cost GPs valuable time and money, we encourage you to buy medicines and products like antihistamines for hay fever, paracetamol and ibuprofen, and anti-fungal skin products (a full list can be found [here](#)), which in fact usually cost more to purchase on the NHS than they do in local shops.

**We also realise that nobody knows which medicines you are running out of better than you!** This is why we would also like to encourage our patients or their carers to order their own repeat prescriptions if possible. This can be done online [here](#), or using ordering slips available at the practice.

We estimate that the suggestions above can save up to £25 million for the NHS in Northwest London, money which could be spent on **cardiology consultations.**



**community nursing, mental health support, pediatric surgery, physiotherapy and other crucial, potentially life-saving services.**

**You can find more information on choosing wisely when it comes to your prescriptions [here](#)**



## **Your Surgery Needs You! Join our Patient Participation Group and Help Us Improve!**

At Redcliffe we aim to offer our patients a health service that works for and around you, and nothing helps us know how we can improve this service more than hearing your feedback!

To have your say we encourage you to come along to our Patient Participation Group, held every 6 weeks or so here at the surgery. The group gives patients and practice staff the opportunity to meet and discuss topics of mutual interest, providing a means for you to become more involved and make suggestions about improving the services you receive. At PPG meetings we also explore issues from patient complaints and surveys, as well as forming action plans and monitoring improvements.

The PPG will meet next on Monday 11<sup>th</sup> September at Redcliffe, and the minutes of previous meetings (the last was held on the 26<sup>th</sup> of June) can be found [here](#). You can sign up to be a part of our face-to-face PPG by filling out the form found [here](#).

Of course, we completely understand that not everyone will have time or find it convenient to come into the practice and speak to us in person, so we are also setting up a virtual Patient Representation Group. We will ask members of this representative group some brief questions from time to time, such as what you think about our opening times or the quality of the care or service you received here. We will contact you via email and always keep our surveys succinct so they shouldn't take too much of your time.

Our aim is to gather patients from as broad a spectrum as possible to get a truly representative sample. We need young people, workers, retirees, people with long term conditions and all in between! If you are happy for us to contact you occasionally by email please click [here](#) and select 'Virtual PPG' from the list of sign-up options at the bottom of the form, or alternatively complete the physical sign-up form available at reception.

Thank You!

## Dr Tim Rees: Cholesterol Watch:

### **There is an initiative across West London to take steps to lower cholesterol in people with diabetes.**

As clinicians, we want to be lowering total cholesterol to below 4 mmol/L for our diabetic and other high risk patients, and at the moment we aren't achieving that.

Reducing total cholesterol is a high-priority health initiative in West London aimed at

reducing the possibility of heart attacks and strokes in patients suffering diabetes in the years ahead.

Here at Redcliffe we will be looking at your last cholesterol level and if it is not below 4 mmol/L we plan to contact you in the weeks ahead to suggest ways that we could lower your total cholesterol with more effective medication.

For most people this will be quite a simple change, either switching from one statin to another which

is more efficient in lowering cholesterol, or slightly upping your dose of statin to reduce your cholesterol total.

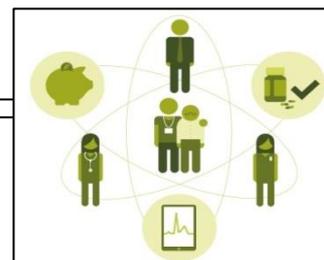
In the coming weeks we will either invite you in to discuss this with your annual diabetic review or we may contact you by phone or text message to advise you of more simple changes to your current drug treatment.

It should also be noted that this process, as well as applying to our diabetic patients, also applies to those who suffer from angina or have recently had a



heart attack or stroke.

You do not need to contact the surgery urgently as we will be calling everybody concerned or affected (i.e. those of our high risk patients not meeting the target) over the next few weeks.



## Behind the Scenes at Redcliffe: Your Care, Your Way:

### **Steve Irons, Senior Case Manager of our My Care, My Way team, explains how he aims to help our older patients remain independent in their communities and have more control over their care.**

Devised jointly by the local community, GPs and other frontline health professionals My Care, My Way is a new approach to healthcare, aimed at over 65s, which puts patients at

the heart of planning their own care and making decisions about what health services best suit them.

Teams, led by registered nurses and supported by health and social care assistants, are now embedded in local GP surgeries and aim to develop complete care plans with patients which identify their specific needs and then work to optimize their health and social wellbeing.

Since each patient is different, each care plan is tailor-made to individual needs. Plans can be drawn up through 1 hour consultations involving the patient, GP, case manager and other health professionals (e.g. social workers). Consultations can be arranged and more info

found, by simply calling the practice. Alternatively, housebound patients can be visited by me at home.

Our plans are holistic, which means they aim to cover all aspects of health and social wellbeing. Plans may set out health related goals around weight loss or stopping smoking, but we can also help patients achieve other goals, from finding appropriate social support to lending a hand filling out forms. Part of our work also consists of linking patients to a range of services provided by organizations like [Age UK](#) and [Open Age](#), operating in local communities across the borough. These include 1-to-1 services like befriending, mobility support and massage therapy, as well as group activities like dance, gym sessions and gardening.

**Case managers and our assistants exist to act as a single, known and trusted point of call for patients, helping them navigate the NHS and coordinate their care. We want to help older patients manage and understand their health conditions so they can remain independent, avoid repeated hospital admissions, and get proper care and support at home once they've been discharged. For more information on how My Care, My Way could help you please see our [website](#) or contact reception.**



## Grenfell Tower Disaster Support Resources:

In the wake of the terrible tragedy at Grenfell Tower we want to make sure that any of our patients who may have been affected by the fire are aware of various support resources available both online and over the phone.

A Red Cross helpline offering practical or emotional support to anyone who needs it is available on **0800 4589472, 24 hours a day**

The NHS has also produced a leaflet on coping with trauma, which can be found [here](#)



**Flu Season nearly here**  
Get your flu jab with us this year

## Winter's Coming: Don't Let Flu Season Catch You Cold!

**Summer may have only just started but it is already time to start thinking ahead to flu season. WE STRONGLY ENCOURAGE ALL ELIGIBLE PATIENTS TO HAVE A FLU JAB WITH US!** Those eligible for a jab include:

- Those with long term heart, lung, kidney, liver and nervous system diseases
- Diabetics
- Those with a poor immune system
- Over 65s
- Pregnant women

Without a seasonal flu jab eligible patients will be at risk of developing serious complications from catching flu, such as pneumonia. Most people are completely fine after a flu jab, but you can sometimes get a sore arm, mild fever or chills. These symptoms usually settle within a few days and since the injection does not contain any live virus, contrary to popular belief, it cannot give you flu!

We don't expect to get delivery of the vaccine until **early September**, so there is no need to worry over the summer months, but please look out for your invite text, letter or message on your repeat prescription about when the clinic is so you are able to get your jab in good time!

## **The symptoms of hay fever include:**

Frequent sneezing;  
Runny/blocked nose; Itchy, red or watery eyes ([conjunctivitis](#)); an itchy throat, mouth, nose and ears; a [cough](#) caused by mucus dripping down the throat from the back of the nose

## **Less commonly, you may also experience:**

The loss of your sense of smell (anosmia); facial pain (caused by blocked sinuses); [headaches](#); [earache](#)

Even though your hay fever may be mild, it can interfere with your sleep and your daily activities at school or work.

## Hay Fever:

If you have [asthma](#), it may get worse when you have hay fever.

Sometimes, [asthma symptoms](#) ONLY occur when you have fever.

## **These symptoms include:**

Tight chest; [shortness of breath](#); coughing; wheezing

## **When to seek medical advice:**

Most cases of hay fever can be treated using over the counter medication. Your local pharmacist can advise you on treatments for you or your children. You usually only need to see your GP if:

You can't control your symptoms



with over-the-counter medications, or you have side effects caused by the medication

You're experiencing persistent [complications of hay fever](#), such as worsening asthma or [sinusitis](#)

The pattern of your symptoms is unusual, such as occurring during winter or only at work (likely that pollen not the culprit and further tests needed to confirm)

**Read more about treating hay fever [here](#)**

## Summer's here! Be Sun-Smart at home and abroad

Follow Cancer Research UK's advice and don't let sunburn catch you or your family out! Sunburn does not have to be raw, peeling or blistering – if your skin has gone red or pink in the sun, it is sunburnt. Sunburn means that the DNA in your skin cells has been damaged by too much UV radiation. Over time this damage can build up and lead to skin

cancer.

**Spend time in the shade:** The summer sun is strongest around the middle of the day (11am-3pm). Find some shade!

**Cover up with long sleeves or a T-shirt, hat and sunglasses:** these items of clothing can protect your skin!

**Use suncream with at least SPF15 and**



**4 stars:** Put lots on and reapply to help get the level of protection on the label. Suncream is not 100% effective and should be used with shade/clothing

Visit Cancer Research UK at [www.cruk.org](http://www.cruk.org) for more info

# For The Waiting Room



## WORD SEARCH

UQEZ JYLAVEXSTFL  
 NOITACAVLGACYQO  
 QXDCCTGTTGAKVPL  
 ZTFUPFSUNFLOWER  
 HOQQTACAQOXADQHX  
 HEATCI IQLTQUCNY  
 BVBDQCNAEOHAVWF  
 FANPDECSMPEVLUS  
 GASKBCIFRBOPAWK  
 SNVEARPCECGOINO  
 FSI SBELJTD FMLDG  
 UIOTWAKJAXMQEBF  
 AIYSAMLFWIVNAFG  
 ITACEOHLNGDBYVF  
 TFZCGK BGOVWNPYC

- BEACH
- PICNIC
- SANDCASTLE
- BASEBALL
- VACATION
- HEAT
- ICE CREAM
- SUNFLOWER
- BOATING
- SWIMMING
- WATERMELON
- POOL

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## Boggle

How many words can you make using the letters below?

E	B	S	L
T	H	A	W
G	Y	N	I
P	K	R	F

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		2					
		3		1			6
	4			2			3
1					3		9
		5				4	
2			6				8
	9			7			4
7				8		5	
						3	



Frank started to get a funny feeling that his doctor was a quack.