

# JAMES WIGG and QUEENS CRESCENT

JUNE 2016

## PATIENT NEWSLETTER



### **Four Trees Surgery:**

James Wigg has helped save the Four Trees Surgery from closure by taking over and moving the practice to the Queens Crescent site. The surgeries were very near, the partners at Four Trees were retiring and the practice had to move out of unsuitable premises. This has enabled us to provide extended services for these patients in our modern premises.

### **Physician Associate:**

We are very pleased that our first Physician Associate, Natasha Warner, started at the practice this month. She has worked in the health service for a number of years and will be helping with the clinical care of patients, including looking after patients with acute illnesses and long term conditions, under the supervision of our senior

### **Waiting For Your Appointment:**

Some patients need longer than others for their appointment. There are many reasons for this such as they may have a complicated illness, the GP may need to speak to the hospital or other health professionals, they may need more time to discuss emotional problems and some patients need longer to get changed.

It is difficult to know who will take longer in advance, so please remember if the doctor or nurse is not ready at your appointment time that they are trying to do their best for all patients and we will give everybody the time they require.

### **PPG Member Elected To CPPEG:**

Kathy Graham-Harrison, who is a member of the James Wigg PPG, has been elected to the Camden Patient and Public Engagement Group (CPPEG). CPPEG members belong to local PPGs and support the Clinical Commissioning Group in ensuring the patient voice plays a key role in decision-making.

### **Patient Satisfaction Survey:**

The Patient Participation Group recently helped with a survey of our nursing service. Patients were asked by the PPG members about their satisfaction with their appointment.

Of the 17 patients who completed the questionnaires, **all** felt they had enough time with the nurse, they felt they were listened too, that they were confident with the treatment they received and that the information they were given was clear. Fifteen ranked their experience as excellent, one was very good and one as good with no negative responses.

It was noted that the number of people (15) who did not attend their nurse appointment on the day was surprisingly high. Usually 1 in 10 people do not turn up for their appointment.

This study was discussed with NOCLOR, an organisation supporting research projects in Camden and we are very grateful to the PPG members for carrying this out.

### **Staff :**

We are pleased to welcome the new doctors Rimi Mukherjee, Samantha Levy, Louise Callis and Ann-Marie Tully, and our new Nurses Sara Marcos and Mona Rezgai.

### **Repeat Prescriptions:**

Please note that due to clinical safety concerns we will be withdrawing the answering service for repeat prescriptions on 30th August, but there are many other convenient ways of ordering prescriptions.

There are a number of ways to request repeat prescriptions including:

- Handing reception the tear-off slip from your previous repeat prescription
- Registering for our online prescription request service
- Many pharmacies will send requests on behalf of patients.
- Posting a request with a stamped addressed envelope

We ask that you give at least 2 working days' notice before your medication is required.

The electronic prescription service has been very successful and means that patients can have their prescriptions delivered direct to a chosen pharmacy so they do not need to come to the surgery. We are encouraging all patients to nominate a pharmacy in order to do this and you can either let us know at reception which pharmacy you would like your prescriptions to be sent to, or you can let your chosen pharmacy know.

### **Paediatric Clinics**

We have started a children's medicine clinic in the practice. This is a project in conjunction with Camden CCG. Dr Christina Petropolous who is a consultant at University College Hospital is running this clinic each month jointly with one of our senior doctors. This clinic is in addition to the children's clinics we have run for the past year with our training doctors working alongside senior trainees in children's medicine.

Our GP's can refer children to be seen in these clinics instead of them needing to go to hospital outpatient appointments.

### **Saturday Morning Clinic at Hampstead Road**

The Camden GP Federation are now providing GP services for our patients at the South Camden Centre for Health at 146-162 Drummond Street. Many people find it more convenient to attend at weekends and we are able to book these slots for patients which are by appointment only.

There are also nurses available who can carry out dressings, cervical smears and immunisations.

The clinicians have access to the patients records, with their consent, and we are able to see details of the appointment on our system.

### **Automated Telephone Booking System**

This system allows patients to book, cancel, check or change an appointment on the telephone. You may well find this more convenient than speaking to a receptionist and the service is available 24 hours a day, every day. Patients can therefore book appointments when the surgery is closed.

### **Dr Koperski's Retirement**

After over 30 years as a partner in the practice Dr Marek Koperski has recently retired. He has made an enormous contribution not just to the patients of the practice but also through many projects to improve the health of all Camden patients. This has included leading a campaign to save University College Hospital, setting up a Camden GP co-operative and a doctor-led service for the homeless.

As well as being a partner in the practice Marek sat on the Local Medical Committee and was chair of the main GP committee at the Primary Care Trust. Marek will be greatly missed by the practice and his patients and we wish him a long and happy retirement..