Thamesmead Medical Associates

"To improve the health, well-being and lives of those we care for."

Issue 1:
Spring 2020

Gallions Reach: 020 8333 5000
Heronsgate: 020 8333 5050

www.thamesmeadmedical.org

Staffing Updates

GP:
We have recruited Dr Robert Allcock as a permanent GP, he will be working with us four days a week commencing in March. Many of you will already know Robert as he has been with us for some time working as a locum.



Admin:
We have recently recruited Jodie as a full time receptionist and she will be starting with us in February.

Did you know?

Did you know that all patients that are on repeat medication will need an annual review. This is to ensure that the medication is still working correctly and any amendments/ changes can be made. The date for each patient's review is shown on the repeat slip or, alternatively you can ask at reception.

Prescriptions may be stopped if medication reviews are not carried out, so please ensure you are aware of the date it is due and book it in with reception.



Service Update

Practice Website:
Please visit our practice website at www.thamesmeadmedical.org for useful interactive tools where you can communicate direct with the practice such as ask reception a question, chase investigation results, chase referrals etc, this will save you time from phoning or queuing at the practice.

Online Access:
You can book, amend, cancel your appointments online from any PC or mobile 24 hours a day. You can also order your repeat medications as well as view your medical records. All you have to do is log onto our practice website at www.thamesmeadmedical.org and select online services to complete the form. You will then be called by our dedicated receptionist to inform you to collect your unique ID log in details at which point you will need to provide formal photo ID.

Friends and Family

How likely are you to recommend our service to friends and family?

November

Extremely Likely: **53**
Likely: **19**
Neither Likely or Unlikely: **0**
Unlikely: **3**
Extremely Unlikely: **1**
Don't Know: **0**

December

Extremely Likely: **55**
Likely: **15**
Neither Likely or Unlikely: **2**
Unlikely: **3**
Extremely Unlikely: **1**
Don't Know: **0**

Patient Participation Group

The PPG is a group of patients who meet together every six months to give feedback on the health centre from a patients perspective and to give useful solutions to keep improving the work of the staff and GP's. If you would like to join this group, please talk to a member of the reception staff. It would be great to hear your ideas.

Please do provide the practice with feedback via the NHS choice website at www.nhs.uk

You said... we did!



You said you wanted us to cater more for the patients in the queue first thing in the morning. We now release the first appointment for each GP daily for those in the queue. The same appointments are also available online.

Hot topics explained... Flu Season

Flu vaccination is available every year on the NHS to help protect adults and children at risk of flu and its complications.

Flu can be unpleasant but, if you are otherwise healthy, it'll usually clear up on its own within a week.

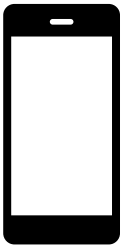
But flu can be more severe in certain people, such as:

- Anyone aged 65 and over
- Pregnant women
- Children and adults with underlying health conditions (such as long-term heart or respiratory disease)
- Children and adults with weakened immune systems

Anyone in these risk groups is more likely to develop potentially serious complications of flu, such as pneumonia (Lung infection), so it is recommended that they have the flu vaccine every year to help them.

Scan me

Scan our new QR code with your camera on your smart phone to get quick access to our website.



If you need to cancel appointment, please contact us in good time, so we can make that appointment available to someone else who needs it. Call **020 8333 5019** to cancel. Thank you!