

# Thamesmead Medical Associates

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



Issue 1:  
Autumn 2019

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Heronsgate: 020 8333 5050



[www.thamesmeadmedical.org](http://www.thamesmeadmedical.org)

## Staffing Updates

### GP:

Our GP trainee Dr Claire Keegan has successfully completed her training and is now a fully qualified General Practitioner. We have recruited Claire to join us as a permanent Salaried G. Claire started on 20th May 2019 and works 4 days per week

### Nurse Practitioner:

Maxine Steenhuis started with us in January 2019. Maxine is able to see a variety of ailments, she is also able to prescribe and refer for hospital care.



### Admin:

We have recruited new full time receptionists – Amin, Jamie-Lynn and Siya.

## Did you know?

Every day at 8am we have all available "on the day appointments" bookable online via our secure portal. This means all you have to do is log in online from any PC or mobile at 8:00am and all available appointments will be available to book. It will save you time from queuing in the morning or calling in. If you do not have online booking access, just bring one official photo ID such as driving licence or passport and our dedicated receptionists can provide you immediate access.

## Service Update

### Practice Website:

Please visit our practice website at [www.thamesmeadmedical.org](http://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](http://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?

### July

Extremely Likely: 79

Likely: 28

Neither Likely or Unlikely: 5

Unlikely: 7

Extremely Unlikely: 6

Don't Know: 1

### August

Extremely Likely: 81

Likely: 33

Neither Likely or Unlikely: 2

Unlikely: 2

Extremely Unlikely: 3

Don't Know: 1

## 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 NHS choices website at [www.nhs.uk](http://www.nhs.uk)

## You said... we did!

You said you wanted us to improve our telephone access - In July the a new phone system was installed and we have also increased the number of receptionist answering calls in the morning.



## Flu Season....Are you 65 or over and/or in one of the at risk groups?

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're otherwise healthy, it'll usually clear up on its own within a week.

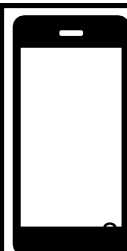
But flu can be more severe in certain people, such as:

- anyone aged 65 and over
- pregnant women
- children and adults with an underlying health condition (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 (a lung infection), so it's recommended that they have a flu vaccine every year to help protect them.



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!