

Burney Street Practice Newsletter

We welcome you to the spring edition of our practice newsletter!

Staff News

It's A Girl! Congratulations to Dr Huong Trinh and family.

It's A Boy! Congratulations to Dr Naomi Startin and family.

We said goodbye to Jenny McCardle, she left us in December to join a Missionary Practice, we wish her and her future new family all the best. We have recruited a very experienced Practice Nurse Diana Normahomed, who will join us in May.

In January we welcomed back Dr Cheytna Mitra from Maternity Leave, she works Monday, Tuesday & Wednesday.

Dr Sarina Patel our 2017 Registrar has chosen to continue at the Practice as a long term Locum GP along with Dr Handy Harichandran.

Our current GP Registrar Dr Virginia Arasakasy will be taking maternity leave in June and a new GP Registrar Dr Jocelyn Guttery will be in post in April.

We wish our Practice Manager Jennifer Peters and her family all the very best, as she goes on maternity leave in April. Tahmina Sharmeen, Locum Practice Manager and Maxine Meech, Assistant Practice Manager will manage the running of the practice in Jennifer's absence.

Lastly, we have some sad news to announce. Unfortunately, we are sadly saying goodbye to Dr Emily Jackson in April and in June, one of our partners, Dr John Monach. They are both relocating and therefore two other surgeries will benefit from our huge loss, we wish them and their families all the very best for the future.

As Dr Monach is a Partner there will be a Signing Book at Burney Street site for patients to leave their best wishes.

Dr Davies, Dr Nyame and Dr Baruah will continue as Partners. We are currently recruiting for a Salaried GP and future additions to the Partnership.

Patient Online Services

Have you thought about joining Patient Online Services? Almost 40% of our Patients have!

As a Burney Street patient you have immediate access to on line appointments. All you have to do is register for this service using Patient Services www.patient-services.co.uk/login

However to order repeat medication and view some of your medical history you are required to register with the practice. If you are interested in signing up to this service, registration forms are available from our website or Reception at either site. You will need to provide photographic ID to register you for access and this service is only available to patients who are 16+ years old.

Following this, you will receive an email containing a link to Patient Online Services where you will need to complete your registration using your unique registration details.

Access to your medical records is at the discretion of the practice and will only be authorised by Clinicians. If access is agreed, it will be on a 'rolling' basis as more information is released by the Clinical System providers. You will see brief summary of medical records including Allergies, Medications, Diagnosis, Procedures and Examinations.

It will be your responsibility to keep your login details and password safe and secure. If you know or suspect that your record has been accessed by someone that you have not agreed should see it, then you should change your password immediately. If you can't do this for some reason, we recommend that you contact the practice so that they can remove online access until you are able to reset your password.

Need a GP Appointment Evenings and Weekends?

The results of our recent Patient Survey indicated that not all our patients are aware of the Greenwich Health Hubs for evening and weekend appointments.

The Greenwich Health Hubs are available for patients who live in Greenwich and are registered with a Greenwich GP. This is NOT a Walk-in Service—bookable appointments only via your practice or **NHS 111**. If you require a bookable GP appointment in the evening or at the weekend, before you go to the Urgent Care Centre or A&E, contact the practice to book an appointment with the Hub or call **111** out of hours. Appointments are available at their two Hubs for minor, acute conditions as would be routinely expected to be dealt with by a GP. Appointments are not for urgent issues.

ELTHAM COMMUNITY HOSPITAL 30 PASSEY PLACE SE9 5DQ

and

THAMESMEAD HEALTH CENTRE 4-5 THAMES REACH SE28 0NY

Self-Care and Over The Counter Medications

Your pharmacist is a health care professional who can provide advice and treatment for many common conditions.

- Hay fever and Headaches
- Period pain and Thrush
- Cold Sores, Warts, Verruca's and Mouth Ulcers
- Nappy rash and Teething
- Head Lice
- Constipation and Diarrhea
- Skin Conditions Such As Eczema and Allergies
- Sore Throats and Runny Noses

Self-care is the best choice to treat very minor illnesses and injuries. Make sure you keep a well stocked medicine cabinet.

- Paracetamol
- A thermometer
- Antihistamines
- Aspirin (not for under 16 years)
- Rehydration Mixture
- Anti-Diarrhea medicine
- Plasters
- Indigestion Remedy

Free emergency contraception is also available at some local pharmacies www.nhs.uk

DNA—Did Not Attend Missed Unused Appointments

On average Burney Street Practice has approximately **81 unused** appointments every week.

These are the appointments that have not been cancelled in advance by patients, therefore could not be offered to another patient — unused appointments.



**Please be considerate
and cancel in good time
so that another unwell
patient can benefit.**

Patient Participation Group

**Future Meeting Dates
From 6pm at Burney Street Surgery
Wednesday 13th June
Wednesday 12th September
Wednesday 13th December**

This is a chance for all patients to meet other members of the patient group and practice staff and give your suggestions on how we could improve the service for you.

We are keen to continue making changes to improve our patient's experience of health care provided by this Practice.

Please let Maxine Meech know if you would like to attend.