



# Burney Street Practice Newsletter

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

## Staff News

We recently said goodbye to our long term Locum, Dr Sarina Patel, we wish her well for the future

**As one door closed, another opened and we welcomed two new long term Locum GP's  
Dr Nina Batchelor and Dr Kim Russell**

**We are now very pleased to announce that they have both accepted Salaried GP positions**

**Dr Batchelor runs clinics on Tuesday, Wednesday and Friday  
Dr Russell runs clinics on Monday, Wednesday, Thursday and Friday**

We also would like to introduce our two new Clinical Pharmacists Georgia & Sholaye  
Please read more about what they do below

## Clinical Pharmacist

Georgia & Sholaye are highly qualified health professionals who have trained for many years to become specialists in medicines & how they work. They work directly with us, as part of our General Practice team, to make sure your medicines help you get better & stay well. You will see a Clinical Pharmacist when you need expert advice on your medicines. If your condition requires diagnosing, you will usually see a GP first, who may then refer you on to a Practice Nurse or Clinical Pharmacist. Georgia & Sholaye will hold medication reviews for patients on repeat medication including blood pressure checks, arrange for blood or other tests, help advise on life style changes, find a solution if you are experiencing side effects from medicines & if your medication has been changed following a recent stay in hospital they will help explain these changes. Georgia & Sholaye will ensure that you get the maximum benefit from your medicines & if necessary would always refer to a GP if there is a need.

Georgia currently runs clinics on Monday & Tuesday—Sholaye runs a clinic on Friday

## Christmas and New Year Access

The Wallace Health Centre will be

OPEN from 08:00-18:30

Monday 24th, Thursday 27th & Friday 28th

However Burney Street Practice will be CLOSED

Both sites will be CLOSED for Bank Holidays

Tuesday 25th Christmas Day, Wednesday 26th Boxing Day & Tuesday 1st New Years Day

**Prescription requests received after 4pm on Friday 21st will NOT be ready until after 4pm on Friday 28th therefore please ensure that you request your medication in good time**

## 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](http://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**

## Are you 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 the 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, Eltham Community Hospital & Thamesmead Health Centre, for minor, acute conditions as would be routinely expected to be dealt with by a GP.

Appointments are not for urgent issues.

**If you require a dressing change at the weekend then please contact the Practice to book an appointment at the Nurse-Led Dressing clinic at Thamesmead Health Centre Saturday 8am to 4pm & Sunday 8am to 12 noon.**

## 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](http://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 or you risk being removed from the Practice register!**

### Patient Participation Group

**Future Meeting Dates  
From 6pm at Burney Street Surgery**

**Wednesday 12th 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.