

Herne Hill Group Practice

Winter 2019 Newsletter

SEASONS GREETINGS from the Herne Hill Group Practice Patient Participation Group

Welcome to our **Winter 2019 newsletter**, bringing you up to date information on the Herne Hill Group Practice. This edition features **PPG news, patient feedback, eConsult, flu vaccinations, measles protection, repeat prescriptions and a crossword puzzle.**



Did you know...?

You can book appointments online or using an app on your phone. The advantages are:

- Quick and easy to use
- Avoids busy telephone lines
- Access out of practice hours
- Management of your appointments
- Safe and secure service

With this service you can also request repeat prescriptions.

For more information, including how to register, visit



<http://www.hernehillgp.nhs.uk/patient-access/>



GET YOUR FREE FLU VACCINE!

ALL AGES WELCOME
10:00AM - 12:00PM
Walk -In Clinic
SUNDAY 24th NOVEMBER



From time to time we may wish to contact you by email or phone. Please speak to our reception team to ensure we have up to date details for you.

Patient Participation Group (PPG) News



What is a PPG?

A PPG is formed of a number of patients in the same practice coming together, working in partnership with the practice to:

- Offer a patient's perspective about how services can be improved or designed.
- Build good working relationships with the practice for the benefit of all patients.
- Improve communication between the practice and its patients and to ensure patients have the right information.
- Support patients to stay well.

The PPG here at the practice

Herne Hill GP PPG was formed in September 2016 and consists of a steering group of around 10 patients whose aim is to ensure that the concerns and views of the patients are heard by the practice.

The steering group of the PPG is always very keen to hear from patients who are interested in becoming a member. We are also currently looking to fill the position of a **chairperson**, so please contact the surgery if you are interested in this role and would like to find out more.

Patient feedback

The practice welcomes comments and suggestions on its work as well as thoughts on how it might improve the patient experience and the quality and range of the services provided. To encourage patient feedback, ahead of you when entering the reception through the front door, there is a suggestion box. Above the box are forms to record your ideas and comments.

If you prefer to remain anonymous, please leave the 'name box' blank. The practice treats all comments seriously, whether anonymous or not, and all submissions are passed on to the practice's PPG for consideration.

We look forward to hearing from you.



eConsult: an online consultation

Patients at HHGP will have seen the changes in the different ways that GPs and other clinicians provide consultations; face to face, by telephone and by email. Now, HHGP is offering another way for patients to get advice from clinicians and the practice, and that is via the website.

Using a smartphone, tablet or computer, you can contact the practice online about a new problem or ongoing issue, for medical advice, self-help information or if you have an administrative request such as a sick note or test result.

The online consultation used in HHGP is called **eConsult**. You can complete an eConsult online form anytime of the day, including weekends, without any wait or queues. eConsult forms are reviewed by the practice who will get back to you by the end of the next working day, if not sooner, to let you know the best care or advice for your needs. This may mean that you don't have to come into the practice. If an appointment with a GP or nurse is needed, however, the practice will book one in for you.

The advantages of this service are that it could mean a quicker response instead of waiting for an appointment and may be more convenient for patients as the form can be completed at home, at any time.

You can find the service on the practice's website below. We would love to hear your experiences and views on eConsult.

<https://hernehillgp.webgp.com/>

Under 18 Flu vaccination

Flu vaccination is recommended for:

- children aged two or three years old (on 31 August of current flu season)
- all primary school-aged children and
- children and young people from 6 months up to 18 years of age with a health condition that puts them at greater risk from flu

Infants 6 months to under 2 years old.

'At risk' infants under 2 are offered the injected vaccine so is not affected by the nasal flu delay.

Two and three-year olds

Please contact the surgery to make an appointment or come to the walk in clinic on Sunday the 24th November 2019 10am to 12pm

Primary school-aged children.

Some vaccination sessions have already started and the rest will be held during this term or in January. Your local healthcare team will contact you via the school.

If your child is at primary school and has a health condition that puts them at increased risk from flu and your school session is not due until December or after and you don't want to wait, the practice can provide the vaccination

'At risk' young people aged 11 to 17 years of age.

We will be contacting patients to book an appointment or please come to the walk in clinic on Sunday 24th November 2019.

Can I go elsewhere if my GP practice or school doesn't have the nasal flu in stock?

Only schools and GPs will have supplies of nasal flu and will schedule appointments for when vaccine is available.

What if my child is considered 'at risk'?

If you know that your child is considered 'at risk' and the surgery does not have any nasal vaccine you can ask your surgery to give your child the injected vaccine instead.

Where can I get further information?

Your GP practice or pharmacy will be able to provide further information. Or if you

want to find out more about flu and the flu vaccine visit: www.nhs.uk/flujab

Measles is circulating: How to stay safe

The best form of protection is the Measles, Mumps and Rubella (MMR) vaccination which you can get free from your NHS GP.

Cases of measles have been recorded in schools and hospitals, as well as among unvaccinated adults who may recently have travelled to and from other countries in Europe.

Ruth Hutt, Director of Public Health for Lambeth said: “Measles is highly contagious and can be very serious. We are seeing a large increase in the number of cases locally which is very worrying. This means that we do not have adequate protection from an outbreak of measles in Lambeth due to low levels of immunisation. Parents should ensure that they and their children are fully vaccinated. Check that your children have had both doses of the MMR vaccine. It’s never too late to get the vaccine. Contact your local GP if you are unsure about your child’s immunisation status.”

Free vaccinations

The Measles, Mumps and Rubella (MMR) vaccine which provides protection against measles is available free on the NHS through Lambeth’s GP surgeries. If 95% of the population have the MMR vaccination this would create “herd immunity” which means a reduced risk of cases of measles and an outbreak would be very unlikely. In Lambeth over 80% of children currently receive the MMR vaccination, but this is still below what we need to prevent the spread of infection.

Make sure you and your family are fully protected.

Measles is a highly infectious viral illness that can be very unpleasant and sometimes lead to serious complications. It’s now less common in the UK because of the effective MMR vaccination programme. Although usually a mild illness in children, measles can be more severe in adults. Signs to look out for include cold-like symptoms, sore red eyes, a high temperature or a red-brown blotchy rash. Those who are unvaccinated, or not fully immunised with 2 doses of the MMR vaccine, remain at risk of measles, which also increases the risk within their families and social networks. The vaccination also provides protection against two other highly infectious diseases called mumps and rubella (also known as German measles).

Repeat Prescriptions



Repeat prescriptions are normally for patients with long-term conditions who receive regular treatment. The doctor will decide who can have a repeat prescription and from time to time we will ask you to see the doctor or pharmacist to review your medication. We do this to monitor your illness and medication.

You can request your prescription in the following ways:

- [By using our online services](#)
- By emailing the practice lamccg.hernehillgp@nhs.net
- Requesting from your nominated pharmacy
- Filling out a repeat medication request form at the practice

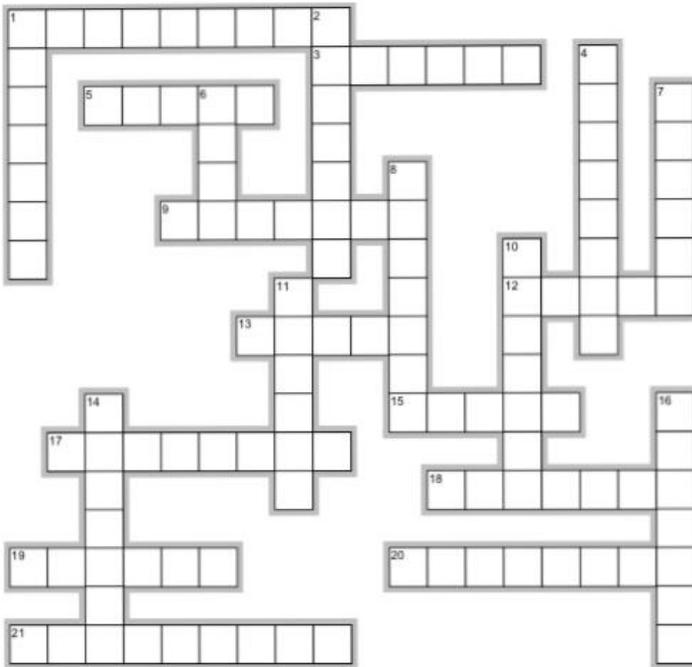
Please be aware that the repeat prescription process requires two working days so all requests should be received by the practice **at least 2 working days** before you run out of medication. If you have run out of medication you should request your medication in the normal way and contact your nominated pharmacy, who will be able to lend you medication until your prescription is processed.

Medical Crossword Puzzle

Names of Bones

Even if you're not a doctor, you probably know the names of many of the bones in the human skeleton. Solve as many as you can—by yourself or with a friend. If you don't know all the answers, then check a reference book or our solution. Most importantly, stay safe and don't break any of these!

Clues



Across

1. Heel bone
3. Tail bone
5. Thigh bone
9. Knee cap
12. Ankle bone
13. The larger of two lower leg bones
15. Entire back bone
17. Lower jaw bone
18. Upper arm bone
19. Hip bones
20. Any of the small bones that make up the back bone
21. Smallest bones in fingers and toes

Down

1. Head, or skull
2. Shoulder blade
4. Collar bone
6. One of two lower arm bones, spelled with four letters
7. One of two lower arm bones
8. Hand bones
10. Chest bone
11. The smaller of two lower leg bones
14. Upper jaw bone
16. Ribs

If there is anything you would like to see featured in our next newsletter, please get in touch with us using the details below

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