

HERNE HILL GROUP PRACTICE NEWSLETTER

April 2021

HERNE HILL
FOR COMMUNITY

IMPORTANT! PLEASE KEEP YOUR APPOINTMENTS

Two or three people A DAY don't show up for their appointments - that's a total of 68 in March.

This is a real problem for the doctors and nurses. It means other people they could have seen miss out.

If you can't make your appointment or don't need it, please pick up the phone and cancel!



If you booked an appointment through patient access you can cancel your appointment very easily.

Help us all by allowing the receptionists to use it to bring other booked patients in earlier, or use it for emergencies. If you have a tendency to forget - set a reminder.

THANK YOU!

THE WELL CENTRE AND SERVICES FOR YOUNG PEOPLE

What is it?

A health centre for all young people aged 11-20 in Lambeth, currently based at Herne Hill Group Practice. (Kestrel Avenue entrance)

What does it do?

Provides a safe and confidential space for young people to get help about anything that affects their health and well-being. depending on the problem, the young person will see a GP, or specialist practitioner or a counsellor.

Appointments

Currently a mix of face to face, online and telephone. Please book in advance to ensure that the centre is able to comply with social distancing.

Lorraine Addai-Osei

Lorraine is our new health and well-being practitioner and youth link worker.. She works with young people holistically, providing mentoring and one to one support and refers to others services. Referrals to Lorraine are accepted from:

- young people themselves
- parents and other adults
- agencies or individuals who have a concern

How to get in touch

Telephone: 020 8473 1581 (11.00-18.30 Mon - Thurs and 8.00-16.00 Fri)

Email: LAMCCG.thewellcentre@nhs.net (use the heading 'Referrals for HBD PCN') Alternatively discuss a referral by ringing Lorraine on 07593 583200 or email her at lorraine.addai@nhs.net. More info at www.thewellcentre.org

COVID -19 UPDATE

**PLEASE REMEMBER
THE VIRUS
REMAINS WITH US**

We are STILL OPEN!

You can make appointments by telephone or video call - PLEASE don't come straight to the surgery! The person you speak to will arrange a GP appointment or direct you to other sources of help.

The GP may schedule an appointment with you by video or if necessary face to face.

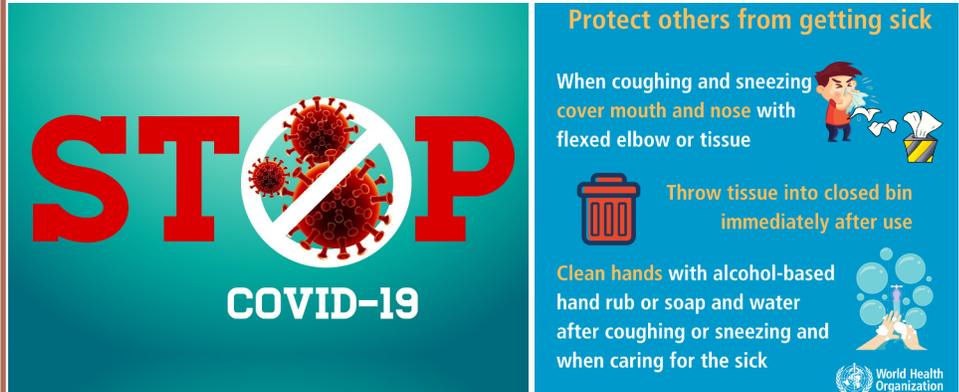
Care will be taken to minimise any risk to yourself or others.

The Patient Access website offers:

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



COVID -19 SAFETY



At Herne Hill Group Practice we are doing all the things that we have been shown to avoid infection to patients and staff.

- hand sanitiser at the entrance and throughout the building
- common areas are cleaned regularly throughout the day
- all clinical areas are thoroughly cleaned after each patient and deep cleaned at the end of the day
- reduced movement of staff and guests throughout the building and restricted external visitors to the practice to those essential to patient care
- alternative appointment options offered with increased telephone appointments and e- consultations -home visits continue for those unable to visit the surgery
- visitors must wear masks in public areas
- PPE is in use for all face to face patient care - social distancing is practiced in all waiting and common areas

COVID -19 VACCINATIONS UPDATE

We are doing our best to make sure patients get their vaccinations as quickly and smoothly as possible.

When its time for your vaccination we will get in touch and tell you where to go.

Do not turn up without an appointment.

You may receive a text from Lambeth GP Federation or Herne Hill Group Practice to book your appointment, if you have trouble following the link please call the practice.

If you are aged 50 and above or are clinically at risk and do not have a mobile telephone, you can now call the practice to arrange your vaccine appointment .

