

HURLEY CLINIC - SPRING 2019 PATIENT NEWSLETTER

Hurley Clinic, Ebenezer House, Kennington Lane, SE11 4HJ



Non Clinical: - Shaju Panickar joined the clinic in February as the new Practice Operations Manager. Please give a warm welcome to Denzil Kennedy too who joined the practice reception team.

Clinical: - Dr Simin Hussain & Dr. Thomas Leonard are recruited as salaried GP's and will no longer be locum doctors. Elia Monteiro will be working as a salaried Practice nurse now. We are delighted to also inform you that Olivia Kneafsey (Practice Nurse) is back from her maternity leave, however sadly Agueda Panero has left the clinic due to family commitments.



You will be pleased to hear that Hurley Clinic and Riverside Medical Centre, Vauxhall will be joining together on April 01, 2019 to operate as one practice and continue to deliver services to their patients from the two existing locations. Both GP practices are operated by the Hurley Group and will be known as '**Hurley and Riverside Practices**'. As a registered patient, you will be able to continue accessing services in the same way as you currently do.

The Hurley Group is confident that the joining of these two practices together will

deliver significant benefits to the registered patients of both practices, and ensure the delivery of services from both sites. Streamlining of functions in the future will enable the practices to free up space for increased delivery of medical services and maximise the potential of both premises, to respond to increasing populations in Kennington and Vauxhall.

The patient participation groups (PPGs) from both sites will be heavily involved in discussions about services going forwards, and we encourage you to actively join the PPGs. You can give them permission to contact you about the proposals by giving your consent for them to do so, by contacting either practice reception teams.



We are extremely pleased to inform you about the introduction of a new SMS service for patients registered with the Hurley Clinic. This will allow us to easily send text messages to patients. It means we can be much more proactive about some communications, messaging you quickly and securely, so you are not waiting around to hear from us. The practice name will always be at the bottom of the message. Please note that you won't be able to reply to them.

Please help us to help you by keeping your mobile number up to date and if you have not provided us with a mobile number at the time of registration, please contact the clinic urgently so that we can update your mobile number in our records.



Did you know you can now book or cancel appointments; order repeat prescriptions and view lab test results online??

Visit the clinic's website and Register Online TODAY!!!

To complete the registration process, please visit the clinic with a photo ID and complete a consent form. A member of the reception team will check your details and provide you with a personal account ID. Once you receive your ID, we would highly recommend you to create an account with the service provider – **Evergreen Life**. You may also opt to create an account with the following service providers:

- a) Patient Access
- b) Dimec
- c) MyGP
- d) Digi.me

For more information on the above, please contact one of the members of the practice reception team.



The clinic is providing Combined HEP A and HEP B vaccinations for its registered patients now.

Please find below the existing charges for the different vaccinations facilitated by the clinic:-

- *Hepatitis B Vaccine (for travel purposes only)- £40/-*
- *Yellow Fever - £50/-*
- *Meningitis - £30/-*
- *Combined HEP A and HEP B - £40/- per dose (for travel purposes only)*
- *Menveo - £30/- per dose*
- *Others - £15/-*

Please be aware that if you miss your travel vaccination appointment or you fail to cancel it 24 hours in advance, you will not be allowed to book for another travel vaccination appointment with us for at least 6 months.



The audiology clinic is run every Wednesday by Scrivens at the Hurley Clinic. This dedicated hearing clinic is run for patients who are over 50 and are concerned about their hearing. For more details, please ask a member of the practice reception team or look out for information in the patient's waiting area.

clinical
pharmacist

The Hurley Group have employed 3 clinical pharmacists to work at a number of its practices. The Hurley Clinic is allocated the highest graded Pharmacist,

Asha Desai who will be working 2 mornings per week at the Clinic. Asha is able to see patients for medication reviews, medication changes, shared care issues, hypertension and some other aspects of chronic disease care. Appointments are available for patients to book.



The clinic has access to four GP hubs across the Lambeth borough. In these hub clinics, we are able to book patients to see a GP or a Nurse, in case we are not able to offer an appointment to you at the Hurley Clinic. The hub clinics give patients more choices due to the extended opening hours and patients can be seen on weekends too.

Please ask one of the members of the practice reception team to book an appointment for you at any one of the hub clinics mentioned below and give your consent for clinicians at the other surgery to see your medical records.

South Lambeth Road Practice

1 Selway House
272 South Lambeth Road
London SW8 1UL
020 7622 1923

Pavilion Medical Practice

9 Brighton Terrace
London SW9 8DJ
020 7274 9252

Streatham High Practice

2-8 Gracefield Gardens
London SW16 2ST
020 3049 4850

Vassall Medical Centre

89 Vassall Road
London SW9 6NA
020 7793 3100



CONSULT YOUR GP ONLINE

Visit our website www.hurleyclinic.co.uk for treatment and feedback from your GP - without coming to the clinic in person.



If you have a medical urgent need that needs to be addressed on the same day and you are not able to travel to any one of the four HUB clinics on offer, you can be offered a telephone triage - an emergency telephone call back from the doctor. It is vital that you let the reception know of any change of telephone numbers and the reason for the emergency for the GP to prioritise the call back.



We understand that when clinicians run late to see the patients, it can be very frustrating and inconvenient for all concerned.

This may happen due to a number of unforeseen circumstances, some of which are:-

- Patients arriving late and being seen
- Patients with multiple issues
- IT problems
- Another clinician may need urgent assistance

It is also difficult to predict if the clinicians will continue to run late as they can often catch up in case of a few appointments where patients don't always need the full 10 minutes.

GP APPOINTMENT?
CAN'T MAKE IT?
DON'T NEED IT?

CANCEL IT!

At the Hurley Clinic we offer over 4000 GP, Nurses and Clinical pharmacy appointments each month. Of these, an average 85 to 100 appointments are not attended by the patients. You can cancel your appointment at any time either by calling us or by cancelling it online.

Please remember that Appointments are very precious to all.



Patient Participation Group

We work very closely with our Patient Participation Group (PPG). They actively help us and work with us at the clinic to see things from the patient perspective and how we might make things better.

We now need your consent to keep you updated with information about the PPG and any events or meetings that you may benefit from. Consent forms are available at reception. Please ask one of the members of the reception team at the clinic for the form.

Below are some of the events planned by the PPG for the future:-

- *Healthy Eating – From 10 a.m. to 12 noon on Wednesday 27 March*
Venue – Hurley Clinic
- *Advanced care planning – From 3 p.m. to 5 p.m. on Thursday 16 May*
Venue – Durning Library



The clinic is closed on the following bank holidays:

- Friday, April 19 – Good Friday**
- Monday, April 22 – Easter Monday**
- Monday, May 06 – Early May Bank Holiday**
- Monday, May 27 – Spring Bank Holiday**

IF YOU REQUIRE MEDICAL ATTENTION WHILE WE ARE CLOSED, PLEASE RING 111



Should you require any urgent medical attention, you can also go to one of the nearest Urgent Care Centres as follows:

➤ **Guys Hospital Urgent Care Centre**

Guy's Hospital
Ground floor, Tabard Annexe
Great Maze Pond
London – SE1 9RT
Tel: 020 3049 8970

Open: 8 a.m. – 8 p.m. (*last patient booked in at 7 p.m.*), seven days a week, 365 days a year

➤ **The Junction Health Centre**

Arch 5-8 Clapham Junction Station
Grand Road
London – SW11 2NU
Tel: 0333 200 1718

Open: Mon – Sun (8 a.m. – 7.30 p.m.)

➤ **Soho NHS Walk in Centre**

1 Frith Street
Soho
London – W1D 3HZ
Tel: 020 7534 6500

Open: Mon – Fri (8 a.m. - 8 p.m.)
Sat – Sun (10 a.m. - 8 p.m.)