



PARKSIDE MEDICAL CENTRE NEWSLETTER



Innovations in response to feedback

AS I AM SURE YOU ARE AWARE, THE NHS IS UNDER A LOT OF PRESSURE CURRENTLY, AND THIS EXTENDS INTO GENERAL PRACTICE INCLUDING HERE AT PARKSIDE MEDICAL CENTRE.

We are very privileged to have a faithful and loyal team at Parkside Medical Centre, both for clinical and administrative work. We are really happy to see patients' experiences improving as a result of the hard work that is going on behind the scenes.

During periods of high demand, it is encouraging seeing that patients are benefiting from the hard work that goes on by our team to continually try to improve access, clinical care, and the wider patient experience.

The positive feedback we receive from patients have been really encouraging, and we always reflect in depth to any complaints or concerns voiced by our patients too.

We have tried to be innovative and have recently introduced new and exciting solutions to help with the pressures and demands. For instance, we have introduced schemes such as the Ambulatory Blood Pressure Monitoring (ABPM), to monitor patients' blood pressure, Holistic Health Assessment (HHA), to give patients the opportunity to meet our Clinicians and discuss any concerns relating to their illnesses and the NHS Health Check, for patients between the age of 40-74, who do not have any health conditions, chronic illnesses and have not had a health check within the last 5 years.

Dr. Azra Parveez, Clinical Lead GP

Opening Times

Monday	8am-8pm
Tuesday	8am-6:30pm
Wednesday	8am-8pm
Thursday	8am-8pm
Friday	7am-6:30pm



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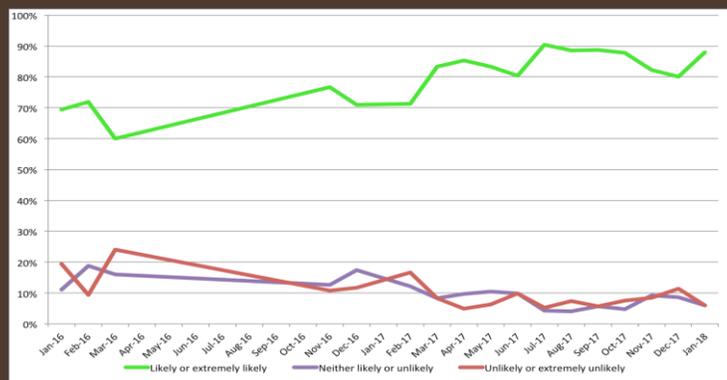
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THE “FRIENDS AND FAMILY” TEST: RESPONDING TO PATIENT FEEDBACK

We regularly send text messages out following your appointment asking for feedback on your experience at the surgery for patients for whom we have an up-to-date mobile phone number. The question we ask is “How likely are you to recommend our service to friends and family if they needed similar care or treatment?”

Each month we compile this feedback, the paper questionnaires in reception, and any free-text comments, to help us learn from the experiences of all our patients. We use this to develop new services (such as the Group Consultations programme overleaf, and improvements to access via Patient Online) and to help offer staff training and reflective practice opportunities.

We have been really happy to see the positive scores of this survey increasing since the questionnaire was introduced in 2015. We would strongly encourage all our patients to give their feedback both to help us improve, but also to acknowledge the things that are



We would like to thank the patients who recently received a National GP Survey questionnaire. The data for this should be made available to us later in the year.

We welcome feedback on our NHS Choices webpage (www.nhs.uk) and similarly we use this to help us improve services. Complaints are valuable, but compliments and positive patient stories can be powerful to help guide us too.

Please do get in touch with our practice manager if you have any specific comments that you would like to raise in a confidential manner.



LAUREN

My name is Lauren and I currently studying a level 2 apprenticeship in Business Admin. I have nearly completed my 13 months at Parkside Medical Centre.

During my time here, I have seen the practice improve in many ways, have matured as a respected team member and I have gained so much knowledge, i.e. the use of eRS, issuing repeat medication, the use of EMIS and many more.

We work individually and as a team to complete our given daily tasks, ensuring a smooth running of the surgery. Everyone has a different learning style and so therefore we respect one another. It is very important to complete tasks given correctly to effectively meet the needs of our patients.

I have been praised severally for my strong sense of initiative as well as adapting to changes. I am impressed with my team members as they have welcomed me with open arms and are very supportive.

It is just unfortunate that I am unable to remain at Parkside, as I have really enjoyed my time here and feel like I am leaving to soon.

New Services at Parkside Medical Centre



Ambulatory Blood Pressure Monitoring

(ABPM): We are currently providing ABPM as part of our local PHM scheme. Ambulatory Blood Pressure Monitoring (ABPM) is when your blood pressure is measured as you move around, living your normal daily life. It is measured for up to 24 hours. A small digital blood pressure monitor is attached to a belt around your waist and connected to a cuff around your upper arm. It is small enough not to affect your normal daily life and you can even sleep with it on. By measuring your blood pressure at regular intervals up to 24 hours, your doctor is able to get a clear idea of how your blood pressure changes throughout the day. Patient eligibility will be decided by the clinician.

throughout

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Holistic Health Assessment

(HHA): The Holistic Health Assessment is also a project as part of local federation PHM scheme. We are currently delivering the service for our patients who fulfil the criteria. Any patient with more than 3 chronic conditions and have moderate to severe frailty are eligible for HHA. The cohort is provided by the federation IHL. Holistic health assessment includes a health assessment and thorough care plan. Yvonne Cole our advanced Nurse practitioner is the Lead for this scheme.



NHS Health Check: The NHS Health Check is an on-going project and we are currently inviting all eligible patients. Patients between 40 and 74 years old who do not have a chronic condition and have not had a check in the last 5 years are entitled to have an NHS Health Check.

Over-the-counter medications

Southwark CCG is committed to delivering best value by ensuring that we would use our resources well. Therefore, to help us to support the cost effect

Southwark GPs do not routinely give NHS prescriptions for medicines and treatments that you can get over the counter at pharmacies, or at supermarkets and other shops. Instead, we encourage people to manage short term, minor illnesses and conditions like coughs and colds themselves at home ('self-care'), with advice from a pharmacist when needed. This takes pressure off your GP surgery.



High street pharmacies stock over the counter products for many short term, minor illnesses and conditions:

- Cough and cold remedies
- Skin creams and washes
- Diarrhoea treatments
- Sore throat sprays/lozenges
- painkillers (such as paracetamol)
- antifungal treatments
- laxatives
- hay fever treatments, including tablets and nasal sprays
- anti-inflammatories such as Ibuprofen
- treatment for bites and stings
- indigestion remedies

A pack of 32 paracetamol costs you from 38p over the counter. It costs your local NHS £1.89 to prescribe the same medication.



That's why we'd like you to self care when possible.

Add it to your shopping list



#selfcare #askyourpharmacist

You do not need a prescription from a GP to buy over the counter medicines. **You do not need to pay for these medicines if you are eligible for the Pharmacy First scheme.** Please ask our receptionists or your pharmacist if you would like more information. "Pharmacy First" leaflets can be found in our waiting area.

There have also been changes to the prescribing of malaria prophylaxis for travel. Southwark GPs can advise on malaria prevention and give private prescriptions for the anti-malarial medicine that you need. In line with national guidance, we are no longer able to give NHS prescriptions for antimalarial medicines.

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