

# KING CROSS PRACTICE NEWSLETTER Summer 2018

Welcome to the Summer 2018 edition of our newsletter! We hope you find it informative ☺

## PRACTICE STAFF

### JOINERS:

Dr David Hankin joined the practice in January as a new partner working 3 days a week. He has crossed the border from Lancashire to join the practice and has an interest in geriatric care.



Nurse Serish will be joining us from July. She is an experienced practice nurse and in addition to her nurse duties she will also manage patients with respiratory disease.

### LEAVERS:

Dr Chaudhry will be leaving the practice to enjoy a new adventure overseas with his young family.



Nurse Kathryn is also leaving us for overseas!  
We wish them both well on their new adventures.

## YOUR QUESTIONS ANSWERED ABOUT DR CHAUDHRY'S DEPARTURE

### *Dr Chaudhry is my Named GP*

Don't worry, your Named GP will change to Dr Hankin when Dr Chaudhry leaves the practice. You can still make an appointment with any clinician in the practice – this doesn't affect your care.



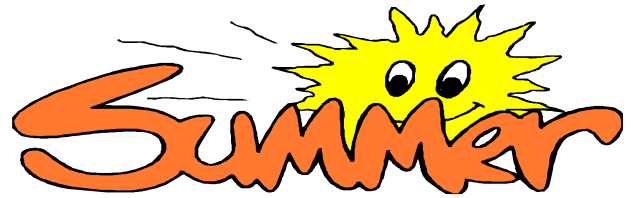
### **I am diabetic, who will care for me?**

Patients who have diabetes will continue to be cared for by the practice. We'll invite you for reviews as normal.

## SUMMER SUNSHINE

Remember that we all need sunshine for our bodies to produce Vitamin D – this is best done by exposure to the sun for short periods of time each day, but not long enough to cause skin damage by burning.

**Pregnant...?** Speak to our Nursing team about whooping cough and 'flu vaccinations.



## PRIVACY NOTICE

In line with changes to the law on 25 May 2018 we have updated our Privacy Notice. A copy is available on our website [www.kingcrosssurgery.co.uk](http://www.kingcrosssurgery.co.uk) or in the practice.

## PRESCRIPTIONS

The way you order repeat medication changed earlier in the year. **Requests can only be accepted in writing or online.** You can instruct your chosen pharmacy to receive your prescription electronically & most can also deliver it to your home.

As part of your annual review we may set up 12 months of prescriptions at a time, called Repeat Dispensing. All of your prescriptions will be at the pharmacy & dispensed to you every month without requesting the prescription from us!



## MEMORIES BOOK



This August we celebrate 30 years of King Cross Practice being based on the junction with Queens Road and King Cross Road.

Dr Taylor also joined the practice in 1988!

The NHS is also 70 this year.

We have set up a Memories Book in the practice for you to reflect on this time & share your memories of both the NHS & the practice on these momentous anniversaries. *Please feel free to write in the book which will be available until 31 December 2018.*



## FLU VACCINATIONS

*It's that time of year again soon.....*



We will be open on 3 Saturdays this year for FLU VACCINATIONS and are already booking appointments – you can book yours **NOW:**

29 September (aged over 65 & those at risk)  
13 October (as Sept incl. children aged 2/3)  
24 November (as per October)

If you have a mobile phone you will receive a reminder the day before! **MAKE SURE WE HAVE THE RIGHT NUMBER.**



With the support of our Patient Participation Group we'll be fundraising on Flu Saturdays for MacMillan Cancer Support. There will be bake sales on each Saturday so please give what you can.

### ONLINE ACCESS TO YOUR RECORD



Some patients have already asked to view their record online. We are currently testing this and hope to be able to offer this to patients by autumn at the latest. Please keep an eye on the website for when this is available.

### TRAINING DATES & HOLIDAYS

Our monthly training sessions enable us to train our staff and develop our skills and knowledge to improve our services to patients. On these days we close at 12:30 and reopen the following morning at 08:00.



Forthcoming dates are:

Tuesday	10 July
Wednesday	12 September
Tuesday	9 October

We are closed for the Bank Holiday on 27 Aug

If you need urgent medical attention during these afternoons, or when we are closed, **ring 111** for guidance/help/advice. If it is life-threatening (for example chest pain, breathing difficulties, severe bleeding) **call 999**.

### Have you taken our Friends & Family Test Yet?

Throughout 2017 **95.3%** of our patients would recommend us. **93%** in May 2018.

You can tell us your views in a number of ways:

Completing a paper questionnaire in the practice

On-line [www.kingcrosssurgery.co.uk](http://www.kingcrosssurgery.co.uk)

Text Message

We share all your comments around the practice team and with our Patient Participation Group.

Some of the comments we received in May 2018:

*Always happy with treatment by doctors and staff*

*Excellent service as always*

*Well organised, friendly efficient staff*

### CAN'T MAKE YOUR APPOINTMENT?

Cancel it online, by text, leave a voicemail or speak to us so we can offer it to someone else.

In May 2018 60 appointments were missed – that's **12 hours of clinical time wasted!**

### ZERO TOLERANCE

Unfortunately we are seeing an increase in the number of patients being abusive to practice staff or acting anti-socially.

We do not tolerate this behaviour and reserve the right to remove you from our list of patients.

Please treat us with respect because we're here to help you!



### PATIENT PARTICIPATION GROUP

Our members meet every other month and are the practice's "critical friend".

The meetings are open to any registered patient and are held in the Practice.

Forthcoming meetings are:

Thursday 26 July 6.30pm – 8pm

Thursday 27 September 6.30pm – 8pm

Please note that this meeting is not the place to raise personal issues or complaints. These should be addressed directly to Heather Simpson, our Practice Manager.



**Thank you for reading this!**