

GLENLYN MEDICAL CENTRE

Glenlyn Medical Centre and Giggs Hill Surgery

EAST and WEST MOLESEY, EAST WALTON, THAMES DITTON, SURBITON, HINCHLEY WOOD and ESHER

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Merger Progress Report

Glenlyn and Giggs Hill merged patient lists in January 2016. The new name is officially Glenlyn Medical Centre.

Both Doctor and Nurse appointments will continue to be available at both sites. The same applies to many other services you are used to such as phlebotomy.

As is frequently reported in the national press there are tough NHS economic pressures and national recruitment difficulties. GP surgeries around the country are experiencing unprecedented demand. Surgeries are struggling to recruit and there have been a number of closures.

We have also experienced that pressure, but through merging we have protected the availability of services and have significantly improved the range and quality.

Website Services creates Speed

- Make appointments
- Order Medication Quickly
- Electronic Prescriptions
- Edit your details

To enable online access, all you need to do is come into the surgery and provide us with an email address, photo ID and proof of address.

We will then print off a form for you to go online and activate your account.

There are simple online instructions to follow once you have activated your account to start ordering.

Registering for online access makes ordering your repeat prescriptions easier and quicker for you.

You need to bring:

- Photo ID
- Proof of address
- email address

Special points of interest:

- Avoid telephone queues.
- Avoid SLOW paper prescription requests.
- Register for online access at reception.

DID YOU KNOW?

We process 1000 prescription items from 180 patients EVERY DAY.

We see about 400 patients EVERY DAY.

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Test Results by Text Message

- Notification of results received
- Drs comments
- Saves you ringing in for results
- You will also receive appointment reminders and the option to cancel if you can't attend.
- You may also receive Flu Vaccine reminders if relevant to you.

Make sure we have your up-to-date mobile phone number.

Please note:

You may receive more than one notification.

This is not because a mistake has been made.

Your blood samples are separated and sent to different laboratories.

Results from different laboratories may arrive on different days.

They may seem to contradict each other if one is normal and another is not.

BLOOD PRESSURE CHECKS FREELY AVAILABLE

- Machines in reception at both surgeries
- BP (Blood Pressure)
- BMI (Body Mass Index)
- Results printed to hand to reception
- Free to use
- No appointment necessary

You should come regularly if you already have:

- High Blood Pressure
- Diabetes
- Heart Disease
- Kidney Disease
- Previous Strokes
- Oral Contraception

A Doctor will be alerted if your BP is too high.

Flu Jabs start in October

Flu Clinics will be starting up soon!

Call from mid-September for an appointment.

Do not wait for an invitation if you think you are eligible.

We will send reminders by text and/or post.

The nurse can also check if you are eligible for the following jabs:

- Shingles
- Pneumonia

Please let us know if you have had the Flu jab elsewhere.

Free NHS Health Checks

We are offering free NHS Health Checks.

You may receive an invitation and you can also call us if you are eligible.

Eligibility:

- 40-74yrs old
- No existing long-term vascular illness (e.g. Diabetes, Heart Disease)

Checks for:

- heart disease
- stroke
- kidney disease
- type 2 diabetes

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Recruitment Update

We have recruited extensively and now have an excellent team of Doctors, Nurses, Health Care Assistants, Managers and Admin Staff.

There is a strong and positive team spirit and the staff are hard-working and committed. This means that when staff experience unexpected illness or bereavement, the rest of the team go the extra mile to back them up and protect the services to you.

It also means that staff retention is better so you are going to start seeing familiar faces!

We are still looking to recruit another high quality Doctor and Nurse Practitioner.

We have 2 Doctors going on maternity leave soon. We will recruit maternity locum cover carefully.

Patient Participation Group

We are keen to engage patients and foster good two-way communication and would like to see an active Patient Participation Group.

We are keen that there is a diverse range of patient groups represented.

Please email friendsglenlyn@nhs.net if you are interested.



All our Clinicians and administration staff are working extremely hard to

Look after your health

Promote good health screening

Provide a safe and efficient service

Give you a very wide range of services

With a choice of times and venues

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Urgent Care Clinics

All day Mon–Fri at Giggs Hill Surgery



What is the Urgent Care Clinic?

- This is where you will be seen for: **Urgent problems only**
- Book “on-the-day” appointments

Who will I see?

- 2 Clinicians working in adjacent rooms
- Usually Advanced Nurse Practitioners (ANPs)
- ANPs can diagnose and prescribe just like GPs
- ANPs specialise in urgent care rather than ongoing problems
- Ongoing problems and follow-ups belong in routine appointments (even when these are hard to book)

Where will I be seen?

- Giggs Hill Surgery
- Some slots are held at Glenlyn Medical Centre for:
 - Frail or elderly patients
 - Those with significant transport difficulties
- Giggs Hill has the only suitable clinical rooms and waiting room configuration

How do I make an appointment?

- By phone at either surgery on the day
- Morning appointments open at 8am
- Afternoon appointments open at 1pm
- You will not be given an exact appointment time
- You will get a window period of 1 or 2 hours during which you will be seen
- You will be seen on a first come first served basis or at the clinician’s discretion
- There are a lot of appointments but we may reach capacity. Alternatives are: Walk-in Centres (Teddington and Weybridge), Pharmacists, A+E or try again the next day if it can wait.

Why is this such a good service?

- It provides and ensures a large number of urgent appointments each day
- It makes good use of excellent Advanced Nurse Practitioners
- It frees up the rest of the Clinical staff to provide valuable routine appointments

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