

Claremont Newsletter February 2024



To our February Edition Newsletter

We continue to receive many comments of praise from our patients which we share with all our hardworking staff. We thank each and every patient who has spent the time sharing their thoughts with us and we appreciate every comment made. There are a few ways you can leave your feedback:- go to our website and complete a Friends & Family Test, by emailing swlicb.claremont@nhs.net leaving a google review or even a handwritten note.

Data this Quarter (1st Nov – 31st Jan)

- * **6,148** face to face appointments completed by our team
- * **239** appointments booked, but patients did not attend
- * **7,406** Same day appointments made
- * **6,758** Calls answered by our reception team
- * **86.3%** of our patients would recommend the practice to their friends & family



We are updating our current telephony service on the 1st April. We apologise in advance if there is some disruption while the new system is being installed. We are working very hard to make sure that there is little to no disruption to our patients while this happens

Thank you for your patience.

Our Appointment System

We operate a Clinical Triage Appointment System which enables us to both maximise access for patients and ensure that we safely manage patient demand. All requests are assessed based on their clinical need to ensure that patients see the right clinician in an appropriate timescale thus ensuring faster care and better outcomes

All patients requesting an appointment are asked to complete the **online request form** on the Claremont website homepage.

For those without access to the website or who walk into the Surgery, we are happy to complete the form on their behalf. All Online Requests are reviewed by our triage team, which includes a GP. In most cases we respond to requests on the same day, but we will respond to all requests within two working days. In some cases, we may contact you for more information to help us decide on an appropriate course of action.

The Online Request System can be used for administrative requests to the practice such as, repeat prescriptions, blood test results, scan results, referrals. This cuts down the need for you to wait on the telephone and frees up the phone lines for urgent calls, improving telephone access for patients who require immediate advice



**PROTECT YOUR
COMMUNITY**
Get Vaccinated

Measles is an infection that spreads very easily and can cause serious problems in some people. Having the MMR vaccine is the best way to prevent it.

Check if you or your child has measles

Measles usually starts with cold-like symptoms, followed by a rash a few days later. Some people may also get small spots in their mouth.

Cold-like symptoms

The first symptoms of measles include:

- a high temperature
- a runny or blocked nose
- sneezing
- a cough
- red, sore, watery eyes

Small white spots may appear inside the cheeks and on the back of the lips a few days later. These spots usually last a few days.

The measles rash

A rash usually appears a few days after the cold-like symptoms.

The rash starts on the face and behind the ears before spreading to the rest of the body.

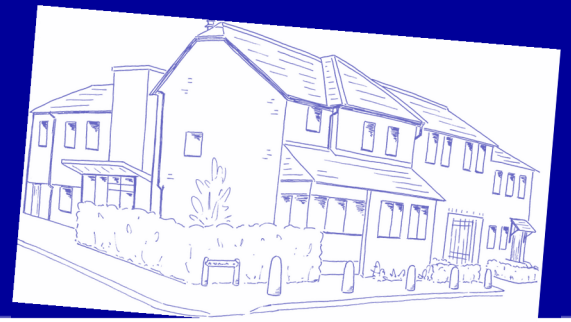
The spots of the measles rash are sometimes raised and join together to form blotchy patches. They're not usually itchy.

The rash looks brown or red on white skin. It may be harder to see on brown and black skin.

It's very unlikely to be measles if you've had both doses of the MMR vaccine or you've had measles before.

Please remember if you cannot attend your appointment to cancel ASAP, please. Your appointment could go to someone else. Appointment slots are valuable. Thank you

Claremont Newsletter February 2024



TOGETHER WE CAN CHOOSE WELL



Pressures in Kingston Hospital's Emergency Department

When you go to the Emergency Department, you will be assessed by an experienced nurse. This assessment is known as triage, and it ensures the most seriously ill patients are seen first.

If you have a minor injury or illness, you may be directed to alternative services, such as a local walk-in centre or your GP.

Know where to go if you need medical advice, but it's not an emergency:

Your local pharmacy

Your local pharmacy is a first port-of-call for minor health concerns. Pharmacists are experts in medicines and can help with lots of illnesses, from skin rashes to earaches and flu. Many pharmacies open late and offer private consultations, no appointment needed.

Your GP

Call your GP practice or visit their website to make an appointment for an illness or injury that won't go away or access your GP's out of hours service.

NHS 111 (24/7)

Call NHS 111 FREE for urgent medical advice or access the service online at 111.nhs.uk.

If NHS 111 advise that you attend the Emergency Department, ask them if they can book you an appointment.

Richmond Urgent Treatment Centre (8am – 8pm, every day)

The Richmond Urgent Treatment Centre (UTC) at Teddington Memorial Hospital is for when you need urgent medical attention, but it's not a life-threatening situation. The service is run by nurses and other healthcare professionals, supported by a GP.

Contact your current healthcare team

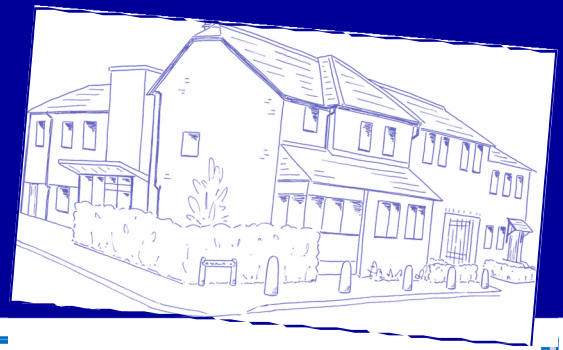
If you are already receiving care or treatment from a particular healthcare team, contact them first to see if they can help.

Healthier Together children's health website

Created by experts, Healthier Together is a new website in southwest London which provides pregnant people, parents and carers with trusted information on common childhood illnesses. Visit www.swlondon-healthiertogether.nhs.uk.

Continued

Claremont Newsletter February 2024



Mental health support (24/7)

If you live in Kingston, Merton, Richmond, Sutton and Wandsworth and you need mental health support in a crisis you can call our 24/7 Mental Health Crisis Line on 0800 028 8000. The Mental Health Crisis Line offers emotional support and advice to people who are affected by urgent mental health issues, at any time of the day or night. It is open to children and adults of all ages, and to people who haven't previously accessed mental health services.

If you are in a mental health crisis or need urgent support, you can also go to:

www.mind.org.uk

www.samaritans.org

www.good-thinking.uk/urgent-support

Connected Kingston

If you need to access community support, visit www.connectedkingston.uk. Connected Kingston is run by the Royal Borough of Kingston Council and Kingston Voluntary Action and is dedicated to helping Kingston residents navigate local services



Download the free NHS Quit Smoking app

If you're contemplating quitting smoking this year, use the NHS Quit Smoking app to help you quit smoking and start breathing easier.

The app allows you to:

- track your progress
- see how much you're saving
- get daily support

If you can make it to 28 days smoke-free, you're 5 times more likely to quit for good!



Viewing prescriptions on the NHS App

As from 28th November 2023, patients in SWL can view their prescriptions on the NHS App, including repeat prescriptions, and one-off prescriptions.

Previously, patients could only see their prescriptions on paper, or not at all. Now they can use the NHS App to

- view items prescribed
- the prescription type (repeat or one-off)
- who the prescribing professional is

This gives patients earlier visibility of exactly what their healthcare provider has prescribed for them and what they will then collect or receive from pharmacies.

Patients without a nominated pharmacy will also be able to view a prescription barcode in their NHS App. This barcode can be presented to a pharmacist without having to collect a paper prescription from their GP.

World Cancer Day

It was World Cancer Day on February 4th this year, it's a designated time during which organisations, communities, and individuals focus on raising awareness about cancer, its prevention, early detection, and treatment. The purpose is to educate the public, promote healthy behaviours, and emphasise the importance of regular screenings.



Human Bones

E	L	S	M	R	A	D	I	U	S	I	F	H	Z
S	V	E	A	L	A	Y	C	O	C	C	Y	X	E
N	U	P	L	S	T	H	A	M	A	T	E	M	A
S	U	A	L	U	E	I	A	L	R	Z	C	A	T
H	S	T	E	R	M	S	C	L	U	S	T	N	U
A	C	S	U	E	P	C	B	A	M	T	R	D	U
A	L	S	S	M	O	A	T	S	E	A	A	I	A
L	A	T	L	U	R	P	A	R	F	L	P	B	I
L	V	E	L	H	A	H	L	A	A	U	E	L	B
E	I	R	D	E	L	O	I	T	L	S	Z	E	I
T	C	N	U	T	O	I	D	A	U	L	I	T	T
A	L	U	A	R	A	D	P	T	B	M	U	U	S
P	E	M	O	L	L	H	R	E	I	A	M	U	T
E	S	I	S	U	L	N	A	M	F	P	A	E	E

- MANDIBLE
- RADIUS
- METATARSAL
- FEMUR
- SCAPHOID
- TALUS
- STAPES
- HAMATE
- TRAPEZIUM
- TIBIA
- PATELLA
- TEMPORAL
- ULNA
- CLAVICLE
- COCCYX
- STERNUM
- MALLEUS
- HUMERUS
- FIBULA

Play this puzzle online at : <https://thewordsearch.com/puzzle/48/>

"Wishing you all good health and well-being. Stay informed, stay empowered. Until next time, take care and be well."