



Grafton Medical Partners Macmillan Way

103 MACMILLAN WAY, LONDON SW17 6AT | 020 3883 5800

NO. 1 | JANUARY 2020

Happy New Year!

The Grafton Primary Care Network (PCN) moves into the New Year and new decade with Trevelyan House Surgery as its Hub practice.

From January 11, all Saturday morning extended hours surgeries will take place here and patients from our Upper Tooting and Macmillan Way sites will also be able to pre-book appointments here.

We plan to have a whole team available each Saturday, primarily offering appointments to those who find it hard to come at other times because of work or caring commitments.

We aim to have doctors, nurses and pharmacists and, on alternate weeks, a First Contact Physiotherapist (FCP) available on Saturday mornings. We will continue to host additional monthly Saturday morning

smear clinics (all of which are bookable online).

Our core hours are Monday to Friday, 8am to 6.30pm. We also offer pre-booked slots until 8pm Monday to Thursday and on Saturday mornings.

Our phone lines are now closed outside core hours and NHS 111 should be used for medical advice when our lines are closed. If NHS 111 feel you need to be seen by a doctor or nurse,

they will organise an appointment for you at one of the Wandsworth Hubs (either Bedford Hill, Tudor Lodge or Clapham Junction).

Website

Our practice website (www.macmillanwaysurgery.nhs.uk) is regularly updated and is a good source of practice information. **DoctorLink**, a symptom checker and appointment booking facility, is a recent addition.

If you register for this service, you can check your symptoms and receive advice. This may be self-care or to see a pharmacist but, if the conclusion is to see a GP, DoctorLink enables you to book in to a slot on our system reserved for DoctorLink users. If all allocated slots have been used, it will notify the practice or the NHS 111 service

to contact you. This form of artificial intelligence is rapidly improving and can be a very useful resource when you are unsure as to the most suitable person to contact.

New Eye Services

From January, Wandsworth CCG have commissioned a network of local opticians capable of assessing and treating many common eye conditions (e.g. red eye, flashing lights and floaters) directly, without you needing to see a GP. Our GPs may also refer you these colleagues with a short 24-48 hour wait (rather than hospital services with much longer wait times) if you consult them. Our website gives details of local opticians offering this enhanced service and our reception team

may also signpost you there.

First Contact Physiotherapy

After a slow start in November we are delighted that patients are now benefitting from direct booking with our First Contact Physiotherapist (FCP) service. This saves a GP slot and gets you to a more relevant colleague immediately.

Jeremy Burton and Tommy Flanagan offer sessions Monday to Friday and alternate Saturday mornings at Trevelyan House for back and neck pain, joint pain and sports injuries. All slots are directly bookable online and at reception.

Long Acting Contraception

Dr Katie Jackson offers coil and implant fitting at Trevelyan House. Please book through reception if you are interested in this option.

The Sexual Health Clinic at Falcon Road, Clapham Junction, also offers this service. Since opening last year with rather restricted access, this has now improved significantly and open access is offered for a range of sexual health screening and contraception advice.

For more information, please visit: <https://www.shswl.nhs.uk/clinic-locations/falcon-road>

Alcohol Services

The New Year is often a time when many of us decide to take a break from alcohol. Dry January is promoted as having lots of health benefits and is supported by increasing numbers of people in the UK.

Alcohol Concern's app to register for this (Try Dry: the Dry January app) can be downloaded from www.alcoholchange.org.uk. Health benefits of increased energy, weight loss and better sleep are promised.

Local help is also available. Wandsworth Drug and Alcohol Services are run by Addaction for over 18s. Their Tooting office is located at 1079 Garratt Lane, London SW17 0LN and they can be contacted on 020 3228 8080.

Lose Weight/Get Fit

Trying to lose weight is a common theme after the holiday period. Enable's website gives details of a multitude of classes including over 50 exercise, tai chi, yoga, pilates, Zumba and kickboxing. Thereafter, sessions are reasonably priced. For more information, please visit www.enablelc.org/active-lifestyles or call 020 3959 0033.

Exercise on Referral is a programme also run by Enable for people with long-term health conditions (e.g. diabetes, high blood pressure, heart disease, or obesity) which a GP or other health professional may recommend or refer you to.

Once on the programme, you can use the leisure centre gym and swimming pools for £2 per session. At the start, a specialist exercise professional will help create a personal exercise plan which will help to treat your health condition.

Exercise on Referral is available at Balham and Tooting Leisure Centres locally.

For more information, the Exercise on Referral Team can be contacted on 020 8875 5056 or eorwandworth@pfpleisure.org

Grafton Medical Partners is delighted to have signed up for the **Parkrun**. Going into 2020, we encourage our staff and patients to get involved and get fit. For more information, and to register, please visit www.parkrun.org.uk/register

National Diabetes Prevention Programme (NDPP)

Around two-thirds of adults and one-third of children are now overweight or obese, driving higher and higher rates of type 2 diabetes. We are now trying harder to identify those patients with 'pre-diabetes'.

Anyone over 40 is invited to a free NHS Health Check every five years where blood pressure, weight, cholesterol and sugar are assessed, and many people are picked up here as being at risk of diabetes or cardiovascular disease.

Please make an appointment for an NHS Health Check if invited, or if you feel you are eligible for one but have not been

invited – we are keen to see you!

Those found to have 'pre-diabetes' (i.e. elevated sugars approaching the diabetic range) can now benefit from the National Diabetes Prevention Programme (NDPP). Around 4 million people in the UK live with type 2 diabetes. Diabetes and its complications cost the NHS more than £10 billion to treat every year and it is estimated that 1-in-6 hospital beds is occupied by someone with diabetes. Rates are increasing so tackling obesity and lifestyle and education is essential.

The 9-12 month programme aims to provide people with tools to help themselves, changing lives and freeing up vital NHS resources.

The programme is designed to stop or delay the onset of the illness through a range of personalised lifestyle interventions including:

- education on lifestyle choices
- advice on how to reduce weight by healthier eating
- bespoke physical activity programmes

Each month we review our patient data and send out invites to this programme. If you are identified as pre-diabetic and invited to join the programme, we strongly recommend that you do. Diabetes can cause strokes, heart attacks, blindness and foot amputations. Prevention must be the better option.

Talk Wandsworth now offer some support for patients with long-term conditions such as diabetes, COPD and heart disease.

For more information, or to refer yourself to the service online, please visit www.talkwandsworth.nhs.uk.

The **Diabetes Champions** are a group of volunteers for the NHS, trained by Diabetes UK, who raise awareness of diabetes in their community and harder-to-reach communities. Their purpose is to help reduce the growing number of people developing type 2 diabetes by sharing resources and empowering the people they meet. They explain the risk factors associated with diabetes, how to reduce or delay the possibility of developing diabetes and how to test for diabetes.

For more information, or to register your interest in becoming a Diabetes Champion, please contact Jo Holden, the service's lead, at mw.diabeteschampions@swlondon.nhs.uk

Social Prescriber

The new Primary Care Network has provided some funding to introduce social prescribing into general practice.

The title is somewhat unclear but it is essentially a service to help you to take control of your own health, make positive lifestyle changes and decide what to do to feel healthier. The social prescribing service will listen to you and connect you with opportunities in the local community that may help you feel better.

This could include supporting you to manage stress, loneliness, finding social groups, learning new skills, physical activity or getting information on employment, benefits, housing and legal advice.

At Trevelyan House we are delighted to welcome Ruth Grainger. Ruth will be at Trevelyan House on Wednesdays and Thursdays. If you feel you would benefit from seeing her, please speak to reception or your nurse or GP. Alternatively, please contact us via our website.

GP Survey

From January 6, NHS England will be randomly sending out postal surveys to patients all over the country.

Last year the return rate for Trevelyan House was evidently very low. We strongly encourage you to return this if you receive one. If you need help completing the survey please ask at reception. We consistently encourage feedback to help us improve our services but this external survey is also important as it effectively ranks us against our peers in Wandsworth and the whole of the UK.

Experience tells us that 'unhappy' people tend to reply before 'happy' ones, Experience tells us that 'unhappy' people tend to reply before 'happy'

ones, so PLEASE do not ignore it if you do appreciate us and, if there are issues, please speak to our management team here as we can do nothing about an anonymous survey.

Flu

Post-Christmas, flu is starting to circulate. We still have some flu vaccine.

If you are over 65, or in an at-risk group, it is not too late to benefit. Please book at reception or online.

Wishing everyone a
happy healthy 2020.

Best wishes

Dr Penelope Smith
(Senior Partner)