

**The Good Practice Newsletter**

summer 2019

# Welcome

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I hope you are all enjoying the sunny weather. Long may it continue!

I know many of you will have welcomed Claire Perez back from maternity leave and Nathline Francois from her sabbatical. It is lovely to have Claire and Nathline back and we are delighted to welcome Erisa Hoxha to the admin team. Erisa is an experienced professional and will be working on reception.

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# Telephone Appointment Service

We have received a couple of comments about the GP telephone appointment service we provide. We are sorry that it has caused problems for some patients. We introduced the system in order to make life easier for patients and not worse! By using telephone appointments we can often resolve problems without patients having to leave work or their home. We can also treat many more patients each morning thanks to the telephone service. However we will ALWAYS see people on the day who need to be seen and we will endeavor to add more face to face appointments. We will continue to review how we can improve access and care for you but please know the whole team at the Good Practice is doing its best for you.

# Evening Surgery Changes

The Thursday evening surgery has moved to Wednesdays. So you can now make an appointment on Tuesday or Wednesday evenings.

# Patient Participation Group

Our patient participation group meets every 3 months to discuss issues within the Practice and in the wider NHS. Everyone is very welcome and if you can’t make the meeting you can always email or drop a note in with your thoughts particularly on matters covered in this newsletter. This is your opportunity to voice your opinions directly to clinical and admin staff and chat to other patients. Our next meeting is in September so please speak to Jan or Cameron about joining. Tea is always served!

# Seeing your GP of Choice

# We know it can sometimes be difficult to see the GP of your choice here at the Good Practice and you are probably aware of the same problem at surgeries across the country. We are working to keep our stable group of nurses and doctors for continuity of care. Please do read the short biographies below of our clinical staff. We are striving to meet every patient’s needs and all the doctors here are excellent and very much care about you.

# Just to let you know about Dr Hammond’s other patient commitments. Dr Hammond runs a weekly homeless clinic at the Methodist church on the Kings Road. He also cares for 70 residents of Ellesmere House, a local care home which he visits twice a week. At all other times he tries to be available for appointments and, whenever we are able to, we are creating clinics and or additional appointments at short notice. Please be reassured you will be in good hands whoever you see.

**Dr Camelia Menolache**

Hello I am Dr Camelia Menolache and have enjoyed meeting and treating a number of patients at the Good Practice. I am at the surgery two days a week and I am sure I will get to know everyone eventually. I qualified in medicine in Greece in 1991 and completed my GP training in East Midlands Deanery. My core training is in Psychiatry with West London Mental Health. My other special interests include Paediatrics, Women’s Health and Cardiology. I am also a NLP (Neuro-Linguistics Programming) Master Practitioner. I like to embrace a positive outlook in life and try to encourage this with colleagues and everyone around me!

**Dr Vikas Mehta**

Hello I am Dr Vikas Mehta. I have already had the pleasure of meeting and treating some patients at The Good Practice but not everyone yet. I am at the surgery two days a week and hope to gradually get to know you all. My medical background is extensive having worked in Kenya, the USA and England. Before completing my GP qualification in the Oxford Deanery I specialised in Plastic Surgery, Orthopaedics and Sports Injuries as well as ENT Surgery. I have worked in many developing countries all over Africa, South and Central America as well as working as a private doctor to leaders in business, entertainment and philanthropy. I am passionate about equal access to healthcare for all and empowering patients as you know more about your body than anyone else. I look forward to caring for you.

**Dr Dan Hogan**

Hello I am Dr Dan Hogan and am principally look after patients during the evening surgeries at The Good Practice. I qualified in medicine in 1985 at King’s College, London. My interests range across ENT, Orthopaedics and Psychiatry. Should you ever need an evening appointment here at the surgery I will be here to care for you.

# Primary Care Network

Some of you might have heard of (yet) another rearrangement of the local GP services. We used to be run by health authorities, then by Clinical Commissioning Groups. Now the NHS is setting up Primary Care networks (PCN). These PCNs are local groups of practices with 30,000 to 50,000 patients each. The idea is that services such as district nursing will be run in these areas and the sharing of services will be more efficient. This new development will not affect your care here at the Good Practice.

# Flu Vaccinaions 201