

STERDALE SURGERY
1-13 MILSON ROAD
LONDON
W14 0LJ

Telephone: 020 7602 3797
www.sterndalesurgery.co.uk

Sterndale Surgery

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News

Sterndale Surgery is a teaching practice and we often have medical student in the practice. You may be offered an initial appointment with a medical student, followed by one with a GP. Although this is helpful and may allow you an earlier appointment if you do not wish to see a medical student do let reception know.

We want to welcome Dr Lu who joined our team this month. We hope you will give her a warm welcome.



Opening Times

Mon - Fri
08:00 - 18:30

Phone lines are open
between
08:30 - 13:00
14:00 - 18:30
Mon - Fri

High risk of diabetes reviews

**World Diabetes Day
14th November 2022**

Diabetes is serious, if left untreated it can lead to heart disease, blindness, kidney failure and other life threatening complications. But if it is diagnosed early you can greatly reduce the risk of serious health problems. Type 2 diabetes is the most common. Risk factors include a family history of the illness, being overweight, high blood pressure and severe mental health problems. Age and ethnicity are also risk factors.

Risk increases with age, and people from black, Asian and other minority ethnic groups are more at risk. For details visit Diabetes UK's website at www.diabetes.org.uk

We are offering screening to patients that are at risk of diabetes due to these factors. You should be invited to book an appointment for screening if we feel you are at increased risk.

ECG Clinics

We are pleased to announce that we will be starting ECG'S at the surgery this month.

Flu Vaccinations



We are offering our final Flu vaccination's to eligible patients. You should have received a text message or letter regarding this. Please call to book an appointment with the HCA during our Flu Clinic's.

Coat Donations



We are pleased to be supporting the wrap up London campaign again this year. You may recall us taking part in this back in 2018 where we collected 118 coats. We are collecting your old, unwanted coats and giving them to charities that support the homeless, refugees, children living in poverty and people fleeing domestic violence (to name a few).

We will be taking donations of coats from now until **Friday 18th November**

So please notify your friends and family.

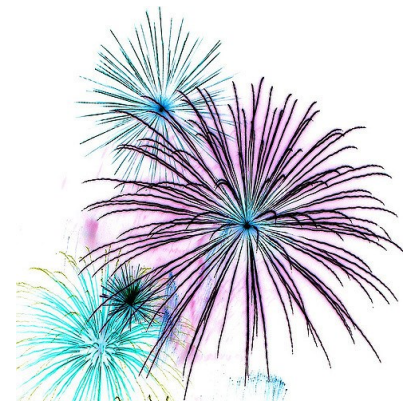
#wrapuplondon

Important Dates



November

5th	Bonfire Night
7th - 11th	International Stress Week
11th - 16th	Alcohol awareness week
13th	Kindness day
14th	World Diabetes Day
14th - 18th	Anti Bullying Week
17th	Pancreatic Cancer Day
18th	Wrap up London (Coats)
21st	World COPD day





Travel Clinic

Did you know that we run a travel clinic for both our patients and non-registered patients? Appointments are available on Thursdays and Fridays with the Practice Nurse. Please remember it is important to have your jabs at least two weeks before you travel to ensure they are effective, so contact reception as soon as possible to book your appointments.

Note - Card payment facilities are now available.

PATCHS

Have you tried using PATCHS yet? You need to register to use this service for the first time and can access it from our surgery website. It is another way to get in touch for routine medical problems or admin help. Our team will get back to you within 2 working days.



NHS Choices

Happy about the service you receive at Sterndale? We would love to hear your comments, you can now leave comments about your experience at the surgery at the NHS choices website. This website helps compare practices all over the UK and your comments would be appreciated.

To leave a comment please visit:

WWW.NHS.UK

Then find Sterndale Surgery and leave a comment.

If you are unhappy about the service received please leave a comment in our comment box or on the surgery website along with your contact details this will enable the practice manager to contact you and discuss your concerns. If you would like to make a complaint please see our complaints leaflet in reception.



Requesting Medication



Requesting medication

You can request your repeat medication by:

- using a repeat slip (Tick list) and placing this in the black post box in reception
- via the surgery website (You will need your log in details, which can be provided by our reception staff).

We cannot take requests for medication over the phone or by email.

Non repeat items will need to be requested in writing, by using the form provided at reception.

Repeat Prescriptions

These take 48 hours to process.

Non Repeat Items

These take 1 week to process.

Hospital Prescriptions

As we require a copy of the clinic letter from the hospital these can take up to 2 weeks to process. If your medication is urgent you will have been given a 2 week supply from the hospital pharmacy to allow us time to add this to your medication.

When to order your medication

Repeat items can be ordered up to 1 week before they are due. Non repeat or hospital prescriptions should be requested as soon as possible.

Phone system changes

Patient's have mentioned that when on the phone it would be helpful to know where they were in the queue.

We are pleased to say we added this feature back in October and it is working well. We hope this will help give you an idea of your wait time and allow you an opportunity to call back when the phone lines are less busy if your call is non urgent.



Missed appointments

More than 15 million general practice appointments are being wasted each year because patients do not turn up and fail to warn surgeries that they will not be attending.

There are around 307 million sessions scheduled with GPs, nurses, therapists and other practice staff every year and 5% – one in twenty – are missed without enough notice to invite other patients.

If you can't make it please cancel it.