

THE MOORINGS MEDICAL PRACTICE

NEWSLETTER

July 2019

the team, and we hope you will all make her feel welcome.

DR FIONA COLLINS

As many of you already know, Dr Collins is retiring on 30th September 2019.

She has been at The Moorings for more than 29 years, but she has decided to join her husband in retirement, shortly after her 60th birthday. Having been at the practice for so long, she has got to know many patients, and she will be sad to leave. If you would like to send her good wishes, we will shortly have a book in the reception area for patients to sign. In addition, if you want to say goodbye in person, we are planning an open afternoon on Wednesday 25th September between 2 and 4pm.

We are sorry to see her go, but we wish her a long and happy retirement.

DR NYLA AYUB

Dr Nyla Ayub will be joining us to replace Dr Collins. She is an experienced GP who has worked in Croydon for the past 8 years, and is looking forward to starting work in Kenley. She has expertise in diabetes and contraception in addition to her GP experience. We are looking forward to her joining

THE BOURNE PARTNERSHIP

On 1st October 2019, the Moorings Medical Practice will be merging with Keston Medical Practice, to form the Bourne Partnership, named after the river which runs from Kenley to Purley.

Both practices will continue as separate entities, working from their existing premises. There will be no disruption to the services at the practice and it will be "business as usual" from that date. We plan to share some back room staff and services, streamlining the provision of care, and securing the future of the practice.

It may be that in the long term there will be scope for sharing services across both sites, but we will only move forward with this after a period of stability.

STAFF

We have had a number of staff changes since our last newsletter.

We have several new staff in reception, with Sue Edwards, Karen Bruce, Jane Hearn and Katie Hearn-Timmons joining us.

THE MOORINGS MEDICAL PRACTICE

NEWSLETTER

July 2019

prescriptions. Unfortunately, all this good work was lost with the changeover, so we

Heather Johnson, who mostly worked upstairs processing data, has retired after more than 30 years at the practice. Receptionist Beryl Peters is also retiring, and Donna Plows, also from reception, is moving to the seaside and will be leaving at the end of August.

We thank them for all their hard work over the years and wish them all the best for the future.

As you can see, there are many changes happening over the next 3 months. There will be some changes to the days that the doctors work, and we will be finalising the timetables shortly. We hope you will all support the practice during the transition period, as we move forward with the new partnership.

ON LINE SERVICES

We managed to survive the computer change last summer, and we're finally confident with the new system. We were previously one of the best practices in Croydon for having our patients registered for on line services such as booking appointments and requesting

would like to re-register patients with the new system.

Apologies but even if you were registered before, we need to see your photo ID again to complete the registration. Please ask at reception for details.

MEASLES

Sadly we are seeing an increase in the number of measles cases both nationally and locally. We would urge you to check that your child's MMR is up to date and if not, please book to see the practice nurse.

MENINGITIS

We recommend that all young people aged 18 to 25 have an immunisation against Meningitis ACWY. This is particularly important if you will be leaving soon for university. In all the excitement of starting university, it is easy to forget this potentially life-saving immunisation, so please make an appointment with the nurse to get this done.

THE MOORINGS MEDICAL PRACTICE

NEWSLETTER

July 2019

If you are unable to get an appointment at the surgery, there is a GP hub at Purley Hospital. The hub is available 8.00am to 8.00pm, 365 days a year. It is staffed by experienced GPs and nurses. You can call 111 to pre-book

an appointment or just go to the hub and wait to be seen.

In addition, we can book you directly into some of the weekend and evening appointments. The receptionists may suggest this if we have no appointments available, particularly in the afternoons, so please consider this as an option if this is offered.

You can find more details at www.croydongphub.co.uk

You may also find it helpful to download the HealthHelpNow app or visit www.healthhelpnow.nhs.uk



TRAVEL CLINIC

We no longer offer any private travel immunisations. If you are lucky enough to be going somewhere exotic where immunisations may be required, please complete our travel form, which you can download from the website or obtain from reception. Our practice nurses will then check to see which immunisations you need. Some can be provided on the NHS, but others, such as Yellow Fever, will need to be done at a travel clinic.

Keston Medical Practice run a private travel clinic and will be able to help. They also need you to complete a form, also available on our website, and you then need to contact them directly on 020 8660 8292 to book an appointment.

GP HUB



SELF MEDICATION FOR MINOR CONDITIONS

NHS England issued guidance earlier in the year stating that

THE MOORINGS MEDICAL PRACTICE

NEWSLETTER

July 2019

medicines for minor health conditions should no longer be routinely prescribed in general practice.

This policy is intended to ensure that NHS resources are used wisely, saving the cost of dispensing the medication. It also encourages patients to

speak to a pharmacist before requesting a GP appointment. This may then free up GP appointments for when you have a more serious or complex condition. This policy applies equally to all patients, regardless of whether you pay for your prescriptions.

At this time of year, this means that if you need hayfever medication, and this is available over the counter, you will be asked to buy it rather than have a prescription.

Other conditions for which over the counter medicines are available include coughs and colds, cold sores, dry eyes and conjunctivitis, head lice, diarrhoea and constipation. Please speak to your pharmacist for advice – if they feel you need to see a GP, they will advise you to make an appointment.

PRIMARY CARE NETWORKS

As part of the latest GP contract, GP practices have come together to form Primary Care Networks (PCNs). We have formed a network with Keston Medical Practice and Parkside Group Practice from 1st July 2019. The network covers over 35000 patients, and the aim is to work closely together to improve the care and service we can offer to our patients. More details are available at

www.england.nhs.uk/primary-care/primary-care-networks

E-MAIL

If you want to contact the surgery, in general we would prefer that you telephone or come to the front desk. However, for **NON URGENT** matters, such as prescription requests or queries, you can e-mail us on CROCCG.H83050prescriptions@nhs.net

THE MOORINGS MEDICAL PRACTICE

NEWSLETTER

July 2019

Please do not use this for appointment requests. Please note that while e-mails are checked regularly during the day, we cannot guarantee that your e-mail will be actioned on the day you send it.