

Lonsdale Medical Centre Patient Participation Group Newsletter

www.lonsdalemedicalcentre-kent.nhs.uk

Please log on to our website to make and cancel appointments and find out the most recent practice and NHS news, changes and updates

Coronavirus (Covid-19) Update

Covid-19 vaccinations began in Tunbridge Wells on 15th December 2020 and by 16th March 2021, the Tunbridge Wells Primary Care Network (consisting of the 9 GP Surgeries in Tunbridge Wells) completed 20,000 Covid-19 vaccinations. It has taken extraordinary efforts from various staff members to ensure that the surgeries were kept open and safe, and that the Covid vaccination sites were running at optimal levels. We want to thank our wonderful staff and the volunteers who have worked tirelessly at the surgery and the Masonic Hall. It has been, and continues to be, an incredibly challenging time. However we continue to ensure that Lonsdale Medical Centre and the vaccination site is safely accessible to all patients.

How to order a COVID test if you have no symptoms?

Patients are now able to order a PCR (polymerase chain reaction) test without having any symptoms, and/or when recommended by a GP. This can be done easily on the Covid-19 PCR test booking webpage (<https://www.gov.uk/get-coronavirus-test>). No referral is required to book a test under this option.

Surgery News



Covid Vaccination Programme at Lonsdale Medical Centre

We are currently delivering 2nd Vaccinations for cohorts 1-9 as advised by the government guidelines. As of the 13th of June, in line with the other Surgeries in Tunbridge Wells, Lonsdale Medical Centre will no longer be administering Covid vaccinations at the Masonic Hall. If you require a Covid vaccination, please book online at www.nhs.uk or call 119. We will keep you updated on any news on the Covid vaccinations or any possible further changes that may take place in the future via our Facebook page (Lonsdale Medical Centre, Tunbridge Wells) and website (<https://www.lonsdalemedicalcentre-kent.nhs.uk/>).

Staff News and Changes

A very sad farewell to Colleen who is one of our long-standing Medical Receptionists and is retiring end of April 2021. We wish her all the best! We are however, delighted to welcome Sarah, Samantha and Carolyn to the role of Medical Receptionist as Clare and Donna from our current reception team have moved into new roles within the Admin team - Congratulations Clare and Donna. Due to a staffing change within the Clinical Pharmacist team, we say a sad farewell to Katie, however we extend a warm welcome Letwin as our Clinical Pharmacist. Dr Bruno Capone will continue as a Partner at the Practice however his focus of work will change (please see his letter on the website at <https://www.lonsdalemedicalcentre-kent.nhs.uk/ppg-newsletters>), and finally we are delighted to announce that Dr Rob Derrick will join the practice as a Partner from 1 May 2021.

Test Results

Please note that the times for calling to receive your results has changed and you should now call between the hours of 11am and 4pm.

Missed Appointments



Missed GP appointments cost the NHS around £216 million per year (+/- £35 per appt). The cost to this surgery for 2021 so far is over £2,000. Please ensure that you cancel appointments you are unable to attend or that you do not need anymore by calling us on 01892 530329 or emailing us at lonsdale.medical@nhs.net.

Beware of Fraudulent Text Messages

If you receive a text from the NHS, please be aware that the NHS will never ask for copies of your personal documents to book an appointment and will never ask you to pay over text. If you receive such messages, please do not respond to them.



Parking at the Surgery

Parking at the surgery is very limited and the streets around the surgery are Permit Parking Only. **Please be aware that if you park in the streets nearby it is highly likely that you will be given a parking fine.**

New Date of Birth Booking System for Chronic Disease Checks

The surgery will be calling patients in for their chronic disease annual reviews during their month of birth. Please note that this may mean that some may be invited in earlier than expected because we are trying to streamline our long-term condition review process. If patients have multiple conditions, this may mean booking more than one appointment. Reception staff will help with this process.

First Contact Physiotherapy Assessment Service

A First Contact Physiotherapy Assessment Service is now available and takes place over the telephone/video. Without having to see a GP first, all patients with musculoskeletal problems can go direct to a triage physiotherapist who can:

- Assess you and offer a diagnosis
- Give expert advice on how best to manage your condition
- Refer you on to specialist services if necessary

The physiotherapist can also assess:

- All soft tissue injuries, sprains, strains or sports injuries
- Joint pain (arthritis)
- Spinal pain including lower back pain, mid-back pain and neck pain.
- Possible problems with muscles, ligaments, tendons or bone (e.g. forearm pain, foot pain)

If you would like an appointment with the First Contact Physiotherapist please call the surgery to book in via Reception.



Prescription Ordering Direct

There is a new telephone number for Prescription Ordering Direct (POD) – 01474 555800. This service is available Monday to Friday between 9am and 5pm.

Surgery Closures

The surgery will be closed for the day on the following Bank Holidays:

- Monday 3rd May
- Monday 31st May

The surgery will also be closed in the afternoon for essential staff training on:

- Wednesday 12th May
- Thursday 10th June

If you require urgent medical advice on these days, please call 111 for assistance.



Donations for a Doppler Ultrasound

The surgery is still saving to buy a Doppler Ultrasound, which is a non-invasive way of assessing a patient's vascular status and establishing or excluding the presence of peripheral arterial disease (PAD). In the interim, we have hired a Doppler Ultrasound and hope to be able to purchase one in the not too distant future. If you would like to donate to our equipment fund, it would be so appreciated if you could kindly do a bank transfer noting "Equip Fund" as a reference and please do feel free to drop us an email at lonsdale.medical@nhs.net to advise us that you have donated to the fund.

BANK : Natwest

NAME: Drs Buckland & Stewart

ACC: 16115708

SORT: 55-70-13