

Understanding the GP Appointments system:

We listened to your feed back and concerns of the appointment system. Below is a brief description of how the appointment system works.

Routine appointments

These appointments can be booked up to 5 weeks in advance for non urgent matters.



48 hour appointments

These appointments are for less urgent matters, but for patients that need to be seen within a week. Appointments are given out at 9am and 12pm Monday - Friday, on a first come first serve basis.

Call back & Home visits

Call backs are for urgent matters that need advice by a clinician and need to be treated on the day. Patients can contact the surgery and ask the for a clinician call back. Clinician will call the patient back and give advice, if they feel patient needs to be seen then an appointment is made.



Home visits are for patients who are house bound. If a patient requires a home visit a GP will first call to assess the condition. Please call before 11am.



All appointments can be booked either via:

Phone lines: 0207 790 1059
Monday – Friday 08.50 – 18.30
*Patient access online
*Via reception
*Automated phone service: 0207 790 1059, option 1.

Please cancel appointments that you cannot attend so other patients can use this appointment slot.

You can cancel by:

*Replying CANCEL to your appointment text reminder
*You can cancel your appointment Online
*Speaking to reception
*Calling 0207 790 1059 and selecting option 1

Interpreting Service



We have now increased services for interpreters.

Bengali interpreter:

MONDAY : MORNING
TUESDAY : MORNING
FRIDAY : MORNING

Somali interpreter:

TUESDAY : AFTERNOON
WEDNESDAY : MORNING
FRIDAY : MORNING

If you need an interpreter please let reception know when booking your appointment.

If you require any other languages or need an interpreter aside from the days stated above, we can also book an interpreter for you, please give us at least 1 week notice. You may bring your own interpreter but they must be over 18.

PLT staff training dates:

SURGERY WILL BE CLOSED



Thursday 3rd August 2017 from 1pm

Tuesday 19th September 2017 from 1pm

Thursday 5th October 2017 from 1pm

Tuesday 7th November 2017 from 1pm

Thursday 4th December 2017 from 1pm

Tuesday 16th January 2018 from 1pm

Thursday 8th February 2018 from 1pm

Tuesday 13th March 2018 from 1pm

If you need medical assistance while the surgery is closed you can get help from your local pharmacy or call NHS 111. For emergencies go to A&E.

FLU SEASON



Protect yourself and those around you from flu

The flu virus is very dangerous. As the winter months approach us it is very important for you to get your flu jab. The practice will prepare clinics for flu, so look out for dates and signs around the surgery when these will start. You can also ask any of the staff about the flu jab and if you are eligible to get on.

We will be holding a Flu vaccination sessions for patients aged 65 years and over and for patients who are under 65 years and classed as "at risk" on the following dates: **Saturday 14th October & Saturday 21st October** time to be advised-NO APPOINTMENT NEEDED.

We will be offering a "catch up" open clinic in November (date to be arranged-watch this space).

Flu vaccinations will also be offered opportunistically during Doctor/Nurse consultations to patients who fit in to the categories below.

appointments will be available to book with nurses if the dates above are not convenient. WARNING-you may have to queue for your flu jab so please be prepared-its is always especially busy between 9am & 10am-so if you leave it until a little later the queues should be less. Patients classed as "at risk" will fall into one of the following categories:

- *Diabetics
- *Asthmatics on regular steroidal medication
- *Patients with COPD/ chronic bronchitis/ Emphysema/ Cystic Fibrosis/ Interstitial lung Fibrosis/ Pneumoconiosis/ Bronchopulmonary dysplasia (BPD)
- *Chronic heart disease
- *Chronic liver disease-Cirrhosis/ Biliary atresia/ chronic hepatitis.

- *Chronic kidney disease at stage 3,4, or 5 /chronic kidney failure, nephrotic syndrome/ kidney transplantation.
 - *Stroke / TIA.
 - *Immunosuppression due to disease or treatment including patients undergoing chemotherapy/ bone marrow transplant/ HIV infection/ multiple myeloma.
 - *Asplenia/ sickle cell disease/ thalassaemia & coeliac syndrome.
 - *Pregnant women
 - *Obesity
- All healthy children who are aged 2-4 year old. This is in the form of a nasal spray.
- *Children between 5 & 6 are entitled to nasal flu & should be carried out at the child's school.

Independent Prescriber

Medication Review



We now have an independent prescriber at the practice & is a pharmacist, name is Jojin Paul. She may prescribe autonomously for any condition & do medication reviews. You do not have to wait a long time for an appointment if you are due a medication review.

Harford Walkers



Walking Club for over 50's

Whether you're walking to improve your health or simply for the pleasure of exploring your local area on foot, our walks make enjoying the great outdoors easy. If you want to join us please contact Louise Gallager on 0207 790 3632

Friends & Family Test

THE NHS FRIENDS AND FAMILY TEST



We would like you to think about your recent experience of our service.
How likely are you to recommend our dental practice to friends and family if they needed similar care or treatment?

Extremely Likely	Likely	Neither likely or unlikely	Unlikely	Extremely Unlikely	Don't Know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
					?

Rate your experience of the service

We always want to hear of your experience at the surgery. Please take time to fill out a short Friends and Family questionnaire, leave any comments, or suggestions. These forms are available at reception, they are also available when you go and see a clinician.



No need to wait weeks for a consultation from a GP

We understand that at times, there is a long wait to see a GP at the practice and also a long queue on the telephones to speak to a receptionist to get medical assistance, but now you can consult a GP online and get a response by 18:30 the next working day. No more waiting weeks for an appointment and no more waiting on the phones for a long time.

Consult your GP online

STEP 1: Visit the surgery website
www.harfordhealthcentre.nhs.net & click on "Consult Online"

STEP 2: Find your health condition & fill out a simple online questionnaire

STEP 3: Your GP will get back to you with feedback & treatment options

Register Today



Registering at Harford Health Centre

Registrations takes place Monday to Friday between 11.30-5.30pm. Please bring with you 2 proofs of address & 1 photo ID. If you have an NHS number then please bring this with you as this helps us to obtain your previous records from your previous practice. Please check to see if you are part of our catchment area. You can do this by going onto www.harfordhealthcentre.nhs.uk, selecting practice boundary on the location map. If you are out of our catchment area unfortunately you will not be legible to register at the practice.

Patient Access



Access your medical records anywhere

***Book an appointment.
prescriptions**

***Change your address details.
record**

***Create a personal health record**

***Order repeat**

***View your medical**

***View your test results**

With Patient Access, you can now access your local GP services at home, work or on the move —wherever you can connect to the internet. What's more, because Patient Access is a 24 hour online service you can do this in your own time, day or night. If you would like to sign up, please bring with you photo ID and we can register you onto patient access.

If you would like access to you your medical records such as hospital letters, you can fill up a request form and the GP will authorise this for you.

A day in the life of a GP Receptionist

I approach the surgery with baited breathe, with a mental preparation in advance to expect the unexpected, What's going to happen today? I repeat in my head over and over again, knowing there is only one certainty; today will not be the same as yesterday.

I step in, there's no time to take off my coat and say hello. Some body has already called in sick, it's a clinician, and we have the dreaded task of making that phone call to reschedule appointments. Patients who fell they have done an assault course to obtain this appointment will now be informed they can't have their appointments begin, there is a queue at the front and the phone lines are screaming for attention, at the end of each line there is a desperate patient wanting a 48 hour appointment. The appointments dry up within minutes and I am actually aware that within the next hour I have to deal with the patients who will hold me responsible for the unavailability of the morning 48 hour appoint allocation. It's been only 45minutes into my day and I am already emotionally drained and it's hard to smile, I try to smile and it feels false and the patient can feel it too. Am I being paranoid, I don't know, while I ask myself all these questions my facial expressions swiftly turn into a frown.

I am lucky if I haven't been sworn at, as I battle to turn that frown into a smile and deal with the disappointment and frustrations being thrown at me.

The busy rush of the morning has subsided, now I need to speak to my colleagues, to organise post administration, workflow, faxes to be sent and emails to be actioned, prescriptions, dossette boxes, chasing those hard to reach patients all while being vigilant that the phone lines could get busier at any point and I would be called away from the peace of my admin duties which provide some light respite. As I head off to the haven that is the admin room, a patient has blocked the sink with tissue paper and left the tap running, here we go. The toilet has flooded into the waiting area, a mad dash has gone out to put the right signs up and get the mops out and rally staff, and it is members of the admin and nursing team who mop up. Needless to say, the nurse who came out to assist will be delayed with their clinic, more unhappy patients my way, yippee! My shoes are wet; moreover my moral is dampened, this wasn't in the job description.

Next thing I know it is now the 12 o'clock 48 hour appointment rush. This time I am at the front desk dealing with patients face to face. My communication needs to be succinct, there are patients in front of me pushing and not adhering to the queue system, I must stay calm, yet asset that pushing in is not acceptable. In order to do this I must speak loudly to overcome all the noise in the waiting area which is shared with a dental service. If I do not get the line in order anything could take place, unleashing chaos and disorder. As I get the attention of the patient pushing in, I am accused of shouting and being a disrespectful little girl who doesn't listen to their elders, an upstart amongst all other derogatory descriptions. I must overcome this a let it go over my head, I have other patients who want an appointment, so I must be swift, if I am slow, and I will feel the wrath of other patients wanting an appointment. I cannot wait for my lunch break when I can clear my head and empty if of all the negativity and abuse. I can't wait for my break.....I will get the opportunity to breath.

It's not all that bad when you get the 2 or 3 people who are kind, who show their appreciation to the efforts made and understand all they say are two simple words THANK YOU. It lifts me up and I crack a smile which warms me and I am grateful to them for brightening up that moment. I can't get weak, I don't know who the next patient is, I don't know how they will treat me, I prepare for the next unknown....I breathe, try to smile and say 'who's next please?'