

Welcome to the Issue 1 of our Newsletter. We plan to publish two issues annually, one in spring and one in autumn, with a view to keep you informed about the happenings at your friendly surgery. We hope that this will enable us to engage with our practice population and keep you better informed

Patient Participation Group

We would like to know how we can improve our service to you and how you perceive your surgery and staff.

Our Patient Participation Group meets quarterly at the surgery, and we are seeking to enhance the membership so that our Group is truly representative of the broad spectrum of our practice population. We particularly need young people, workers, retirees, people with long term conditions and people from non-British ethnic groups to enhance our Group.

The minutes of past meetings are available on our website and will give an idea on the topics discussed, which include opening times, patient feedback, service provision and more.

If you are interested and would like a say on how your surgery is run please sign up.



A view of our waiting area

Additional GP Appointments

We listened to our patients and have enhanced our appointments capacity by adding an additional 3 GP (Dr Mujic) sessions weekly from 2 May 2016.

CQC Statement Of Purpose

For Care Quality Commission (CQC) compliance the surgery is required to publish the statement of purpose.

A copy is made available on our website, under the Care Quality Commission tab.

If you are interested in joining our PPG please email us on:

SOUCCG.306medicalcentre@nhs.net

306 Lordship Lane London SE22 8LY
Phone: 020 8693 4704 Fax: 020 8693 3034
Email: SOUCCG.306medicalcentre@nhs.net

www.306medicalcentre.nhs.uk

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Appointments

We are aware that there is an unprecedented demand for appointments at the surgery and this is also the case at most locality practices. To meet local demand our GP federation has secured funding from the Prime Minister's Fund and additional appointments are provided at the Extended Primary Care Service from the Lister Health Centre, 365 days from 8am-8pm. During surgery hours however you can only avail these appointments after being telephone managed by your GP.

We are regularly reviewing the appointments' situation at the surgery and have discussed this with our PPG group. We have agreed to enhance our appointment capacity by adding an additional 3 GP sessions weekly. Dr Mujic has agreed to work 3 extra sessions per week.

We will keep this under regular review so that we can usually offer non urgent (routine/planned)

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Pharmacy First (Minor Ailments Scheme)

Did you know that you can now go to a Pharmacy first for minor ailments such as, allergies, athletes foot, chicken pox, cold sores, conjunctivitis, constipation, coughs & colds, diarrhoea, earwax, fever, hay fever, head lice, headache, indigestion, insect bites and stings, minor burns and scalds, mouth ulcers, nappy rash, piles sore throat, sprains and strains, teething, threadworm, vaginal thrush.



The pharmacy will provide advice to people on the management of minor ailments and where patients are exempt from prescription charges; they will be able to receive over the counter medication free of charge.

For further information go online to Pharmacy First: (<http://www.southwarkccg.nhs.uk/news-and-publications/Campaigns/Pages/Pharmacy-First.aspx>)

www.306medicalcentre.nhs.uk

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Appointments

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appointments within 10 working days.

A target considered reasonable by our PPG and also by our locality cluster group, which is made up of local practices in Southwark (grouped together by Southwark CCG) as part of the local federation to provide patient services equitably to the local population, irrespective of where a patient is registered.

Did you know that you can now also book your appointments online:



Using [Patient Access](#)

(<http://patient.info/patient-access>)



Or downloading the MyGP app from the link in your SMS appointment reminder.

To remove your name from our mailing list, please email us to the address below.

Questions or comments? Email us at SOUCCG.306medicalcentre@nhs.net or tel 0208 693 4704

Our Practice Ethos

We work hard as a Team to provide a high quality service to our patients with a personal and caring approach, in a friendly environment.

Our focus is always on ensuring our patients have a good experience and our efforts are reflected in the regular positive comments we receive in the monthly Friends and Family Test Surveys, available on our website, www.306medicalcentre.nhs.uk.

We provide a safe, caring, responsive, effective, well-led, environment for our staff and patients

Themes - FFT Feedback Mar 2016



Our Mission Statement

We aim to provide high quality primary health care services with a personal and caring approach in a friendly environment; with the best interests of our service users at the heart of all we do.

We aim to achieve this by maintaining a happy, professional, safe, adaptable and sustainable practice, nurturing a culture which provides continuity and is responsive to patients' needs and expectations within the framework of the NHS.

Ivy Green Midwife Team

We are pleased to inform you that we are now hosting the Ivy Green midwife team at the surgery, every Thursday.

All appointments will be booked through your community midwife.

We agreed to host the service at the surgery to bring it into the locality, with easily accessible free on street parking and bus stops close by.

For your pregnancy or midwife appointments contact the community midwives centre reception tel is 0203 299 6010. Our Reception at 306 Medical Centre is unable to book these appointments.



Child Health Clinic

Our very popular Child Health Clinic is a health visitor (Donna Wensiuh) led and takes place every 1st & 3rd Wednesday in the month from 12pm - 2.45pm (arrive before 2pm to be seen). This clinic offers you the opportunity to discuss your child's growth and development and to seek support and advice with parenting and your own health and well-being. Activities at the clinic include weighing your baby, 6 week checks and any advise. Immunisations are given by the nurse with pre-booked appointments only.

This service is provided by Guys & St Thomas' Community Services and hosted by us.

