

# Bedford Hill Family Practice Newsletter

ISSUE 2

MARCH 2010

## GP Practice List Cleansing

The Primary Care Trust (PCT) has embarked on a “List Cleansing” exercise in GP practices across the borough. Wandsworth is one of the most mobile population areas in the country and the PCT hope that the “list cleansing” exercise eliminates “ghost” patients registered with GP practices.

A letter will be sent out to all patients who have not attended their GP Surgery in the last 15 months and also to women who have not had a cervical smear screening test in the last 5 years. The letter will ask patients to confirm their address details and the GP surgery they are registered with. Patients who do not respond to this letter and a subsequent reminder letter, will automatically be removed from the practice list within 6 months.

We would like to urge all our patients to ensure that we have your most up-to-date address details on our clinical system. We would also like to encourage you to respond to letters sent by the PCT confirming your address details and telephone numbers. This will prevent patients from being removed from the practice list for failing to respond to the PCT letters.

The list cleansing exercise will begin in March 2010 and will take approximately 12-18 months to complete.

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## Free NHS Health Checks ... Helping you prevent heart disease, stroke, diabetes and kidney disease

We know that the risk of developing Heart Disease, Stroke, Type 2 Diabetes and Kidney Disease increases with age. But the risk of these diseases can often be prevented, and the free NHS Health Check can help you by assessing your risk and giving you personalised advice on how to reduce it. There is good evidence that by taking early action, you can improve your health and prevent the onset of these conditions.

The NHS Health Check is for adults in England between the ages of 40 and 74 without the above pre-existing conditions. The check should take about 20-30 minutes and is based on straightforward questions and measurements such as age, sex, family history, height, weight and blood pressure. There will also be a simple blood test to measure your cholesterol level. Following the check, you will receive personalised advice about what you can do to stay healthy.

To arrange an appointment for your NHS Health Check, please contact the practice on 020 8673 1720 to arrange a suitable time for you.

For more information, visit [www.nhs.uk/nhshealthcheck](http://www.nhs.uk/nhshealthcheck) or call the NHS Health Check helpline on 0845 850 9850.

## Extended Hours

The Department of Health has recently approved funding for the extended hours scheme for 2010/2011, which allows Bedford Hill Family Practice to continue offering extended opening hours appointments to patients. The good news means that our patients can continue to book appointments after 6.30pm during the week and on Saturdays. The extra available appointment slots will focus on providing routine GP appointments to help patients who find it difficult to visit the doctor during normal working hours.

These appointments must be booked in advance over the telephone or via the surgery website. If you don't already have access to our online appointment booking, please bring along your photo identification and register at the surgery. If you need an urgent appointment with a GP before 8.00am and after 8.00pm during the week, please contact Harmoni, the out-of-hours service provider on 0845 602 6292. There is no walk-in / emergency service during these times. All urgent problems will be redirected to Harmoni, who provides out-of-hours services for all patients registered with a GP in Wandsworth.

## Phlebotomy Service

### What to Expect When Attending the Phlebotomy Clinic

The phlebotomy clinic runs from 8.30am to 12.30pm each day of the week. You do not need an appointment as it is a walk-in clinic. You will need to bring your blood test request form from your doctor. When you arrive for your blood test, please take a number from the ticket dispenser situated at the main reception, take a seat in the waiting room and wait until your number is called. The Phlebotomist will call you into the room and ask you to sit on a chair and uncover your arm. After confirming your identity, blood is taken from a vein in your arm and put into a special blood bottle. Sometimes more than one blood bottle is filled depending on the type of blood test requested by your doctor, however, usually only one venepuncture is needed to collect sufficient blood for the tests. Your blood samples will then be sent to the pathology laboratory for testing and the results returned to your GP.

Waiting times vary as each test takes between 7 and 10 minutes and every effort is made to see patients as quickly as possible. Sometimes patients may feel a bit faint and will need more time. The busiest times are first thing in the mornings and on Tuesdays when many antenatal patients attend for a blood test.

## Patient Meeting

There will be a patient meeting held at the surgery on Thursday, 18 March 2010 from 7.00pm to 8.00pm. If you are interested in attending please contact Tracy Tester, Deputy Practice Manager on 020 8772 1748 to confirm your attendance.

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## Staff Update

### Leavers

- Dr de Souza – Salaried GP, left in September 2009
- Dr Dickinson – On maternity leave and will be returning in September 2010
- J. Thompson – Receptionist, left in December 2009

### Joiners

- Dr Rizvi – Joined the practice as a Salaried GP doing four sessions per week
- Tanveer Rashid – Phlebotomist / Health Care Assistant
- Kandice Mark – Receptionist, joined in January 2010
- Shobha Singh – Receptionist, joined in January 2010