RAVENSCROFT MEDICAL CENTRE WINTER NEWSLETTER

Our Appointment system is changing…

In order to improve better access for our patients, we are in the process of changing our appointment systems and request that you are patient with us whilst we go through the process of change.

Over the coming weeks, we are aiming to open more routine appointments for our patients so that you do not have to wait very long to see your GP. However, for this to work, we have changed what we see in our urgent on the day appointments.

Our GP's have worked together on a list of conditions that our receptionist can book into same day urgent appointments. Our reception team will be actively asking patients about the nature of their problem when you call in for an urgent appointment and we kindly request that you supply them with the information in order for them to book you the most appropriate appointment.

We are hoping that the outcome of this will mean that you will be able to get a routine appointment within 7-14 working days.

We would be grateful if you could supply the reception team with the most accurate information about the nature of your problem.

Useful Patient information:

Did you know you can self-refer to the following services?

1) **Physiotherapy services – for conditions including back and neck pain, joint pain, injuries, whiplash etc…please download our First contact physio form Microsoft Word - aa.docx (ravenscroftmedicalcentre.nhs.uk)**

2) **Barnet IAPT Services – IAPT offers counselling to help with symptoms such as depression, anxiety, and better manged mental health. See** Barnet - Let's Talk IAPT (lets-talk-iapt.nhs.uk)

3) **Podiatry (foot health) – if you would like to see a podiatrist please email clcht.bsc-admin@nhs.net for a self-referral form. For further information please visit** Podiatry (foot health) :: Central London Community Healthcare NHS Trust (clch.nhs.uk)

4) **NHS Website – for A-Z, Medicine and other useful health information** The NHS website - NHS (www.nhs.uk)

Front carpark:

You may notice that we have had new line markings in our front car park. We kindly request all patient's to ensure they do not park in the yellow box highlighted 'NO PARKING' this is to ensure that should we need the emergency services or one of team members need to leave urgently, they can do so as the area is not blocked. IT MUST BE KEPT CLEAR AT ALL TIMES. Thank you in advance for your cooperation.

MESSAGE FROM THE PRACTICE MANAGER

Dear Patients,

Did you know your local pharmacy can support you on various health concerns you may have?

You can now see your local pharmacy for advice on the following conditions:

1) **Colds/Coughs**
2) **Blood pressure**
3) **Minor skin, eye, or ear conditions**
4) **Aches and pains**

And many more, for further information, please visit: How your pharmacy can help - NHS (www.nhs.uk)

TOP NEWS:

New GP Partner:

We are delighted to welcome Dr M Holz, who has recently been appointed as a GP Partner for Ravenscroft Medical Centre.

New Salaried GP:

We would also like to welcome our new Salaried GP, Dr S Leader. Dr Leader will be working at Ravenscroft on Tuesday Morning and Afternoon and Friday Morning.

A sad but sweet goodbye!

Dr D Frost, has recently decided to retire as a GP Partner from Ravenscroft, having worked in Barnet for over 30 years. We are very sad to see her go but wish her all the best in her retirement.

NHS APP (ONLINE ACCESS FOR PATIENT):

The NHS App is a simple and secure way for you to access a range of services on your smartphone or tablet. It is free from app stores for both iPhones and Android. If you are 16 or over and registered with an NHS GP practice in England please download the app which includes the NHS COVID Pass service.

The NHS App should not be confused with the NHS COVID-19 App which offers the fastest way to see if you're at risk from coronavirus.

Use the NHS App to:

- get your NHS COVID Pass - view and share for domestic use or travel abroad
- order repeat prescriptions in a very quick and simple way.
- book appointments
- get health advice
- view your health record
- register your organ donation decision

You will need a working mobile phone and email address to be able to create a login.

Installing: Downloading the NHS App on a mobile device:

1. Open the App Store or Play Store.
2. Search for 'NHS App' and select install.
3. After installing, select the app to open it.

Registration: Registering onto the NHS App on a mobile device:

1. Enter your email address and select 'Continue'.
2. Select 'Continue' to set up a new NHS login.
3. To create an account you will need to know your NHS number or name, date of birth and postcode. Select 'Continue' if you know this information.
Create a password and select 'Continue'.
4. A code will be sent to your email address to confirm who you are.
5. Enter your mobile number. You will be sent a security number via text to confirm your mobile number.
5. Once your registration is complete, you will be asked if you are happy to share your details from your GP Surgery with the NHS App – choose 'Yes' or 'No' and select 'Continue'.
6. Then you are asked to agree to the NHS terms of use, privacy policy and cookie policy (the cookie policy is optional).

NHS COVID PASS:

View or share your COVID-19 status on a mobile device:

1. Open the 'NHS App' by selecting it.
2. Log in using your email address and password.
3. Select 'Get your NHS COVID Pass'.
4. Select 'Continue'.
5. Select 'Domestic or Travel' (Image B below).
6. You now have the option to view your QR code or:
   - A. Download a copy - Select and print or 'save to files'
   - B. Receive an offline copy by email - Simply 'click and confirm'
9. If you select 'Travel' you have the option to 'Show details'
10. You will see a QR code which you can present when asked.

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patchs   ## ONLINE CONSULTATION (NON-URGENT MEDICAL NEEDS):

We've recently launched our online consultation platform called Patches, which allows patients to answer a few simple free text questions, covering the details of the request, concerns you may have as a patient. Patches enables our GP's to quickly and safely understand how best to respond. (Available on our website: **www.ravenscroftmedicalcentre.nhs.uk**)

You can register for PATCHS via your GP practice website. You'll be asked to enter your email address and set a password.

Once you have registered, you can access PATCHS by clicking the link on your GP website or opening the PATCHS app on your smartphone. Login by entering your registered email address & password.

Choose the appropriate option and answer a few simple questions to help your GP understand your problem.

Your answers are sent to your GP who responds as quickly as possible. Initial responses may be via online message or phone, with face-to-face or video consultation appointments scheduled if necessary. But this is not an emergency service so continue to call 111 or 999 out of hours or the surgery in working hours.

UPDATE YOUR CONTACT DETAILS:

It is in your best interest that your medical records are accurate and kept up to date in case we need to get hold of you urgently and to ensure you receive your GP and hospital appointments. Please check and verify the details we hold. If you notice that any information is incorrect/missing please update your details by clicking on our Change of details form or alternatively contact reception.

You will notice that the NHS is now asking for your ethnicity, this is to comply with the law [Race Relations (Amendment) Act 2000] which gives public authorities a duty to promote race equality. It is legislative requirement to monitor the ethnic group of ALL patients to identify who might be at a greater risk from conditions such as heart disease, diabetes, stroke, etc and to ensure that race discrimination is not taking place.

It is very important that you notify us if you change your address to avoid delays in you receiving important communication regarding your health and prevent any confidential information being used for identity fraud.