

NHS 111

If appointments still not available staff will advise you to call 111.

NHS 111

A GP

Often patients feel that they can only be seen by a GP. However, we have a vast clinical team which are here to assist in delivering to you the most appropriate clinical care at the right time suitable for your needs.

Community Pharmacists

Many of our patients often request an appointment without having tried over the counter medication first. We can offer you an appointment with the pharmacist who will be able to advise you appropriately. Our staff are able to triage those patients who would benefit from this service.

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Nursing team:-

Florence – **Advanced Nurse Practitioner** – Leads our nursing team and assists the GPs in managing your long term conditions. She has expert knowledge in the management of COPD, asthma and diabetes. She does smears, dressings and ensures babies are vaccinated according to schedule and has a knack of soothing nervous patients when having vaccinations.

Mayrose – **Practice Nurse** – Performs smears and baby immunisations, travel vaccines and many reviews.

Odette – **Advanced Healthcare Assistant** manages Asthma reviews, Diabetes, Hypertension, NHS and New patient Health checks, Blood tests – (her favourite part of the day) urinalysis, assisting the GP's with minor surgeries etc and general nurse consultation.



OUR PCN (Primary Care Network) team:

We work closely with 5 other surrounding practices to continue to support our community. As a result of this we can now offer as part of the growing team the

following:

Care Coordinator: Responsible for managing all aspects of scheduling patient recalls, with particular emphasis on babies, smears, bowel and breast screening - they could be your first point of contact instead of the GP.

Health and Wellbeing Coach: There to support the health and well being of patients in particular diabetes or hypertension and will visit our most vulnerable housebound patients to support them.

Paramedic: Our amazing team of paramedics assist the doctors when required to carry out home visits.

Pharmacist: Responsible for medicines optimisation and reconciliation. They assist with those patients who have 10 or more medications. They will be able to give structured medication reviews for patients with long term condition reviews (No need for a Doctor appointment) excellent progress right?

Physician Associate: They support our doctors in the diagnosis and management of patients.

Physiotherapists: Bookings available for joint or muscular pains. Please speak to our reception team and they will be able to book you directly with a physio without a GP appointment.

Social Prescriber: They are excellent at directing patients or assisting patients who may have social issues which may impact their lifestyle. They can signpost you to the right services which will be suitable for you. If you have concerns regarding housing, equipment, finances or just need to know where to go, please call and ask to speak to our social prescriber, our staff will book you into one of her weekly clinics.

Being Safe Whilst Attending The Surgery



We would like to assure our patients and staff that keeping everyone safe remains our prime focus.

Staff and patients will still be required to wear masks when coming into the practice.

[Wearing face masks for face to face appointments are still required.](#) If you have an exemption badge please wear it to all appointments, we may still ask you to

wear a visor which we will give on the day of appointment – Safety for our staff and other service users is our main priority.

Online bookings are available. If you have not done so already please download the app via patient access or via our website [Thornton Heath Medical Practice \(thorntonheathmedicalcentre.co.uk\)](http://ThorntonHeathMedicalPractice(thorntonheathmedicalcentre.co.uk)) You can navigate your way through our Health Review and Assessment clinic for: help to stop smoking, contraception pill review, COPD and asthma assessment, Oxford Knee and Hip score, Alcohol...See for yourself, our website has been updated to accommodate everyone with ease of navigation.

This information will be automatically saved into your notes.

A little about the surgery and our staff:

We have a brand new reception team, trained to answer non-medical queries and able to signpost to relevant services.

There is a TV screen located at reception for information and NHS services, self-service machine to arrive yourself for the appointment/s and a filtered water fountain to keep you hydrated.

Don't Miss Your Yearly Review

If you have a long term condition which requires monitoring, we normally call you in for an annual review. To assist patients in not forgetting we are endeavouring to call patients back on their month of birth – this makes it easier for you to remember when you are due to be reviewed. If you have not heard from by your birth month, please call and ask to be reviewed.

Suggestions



Any suggestions??? Join us every 3 months and let us know how we can improve, what we are doing successfully and what if anything can remain the same.

Debra

Practice Manager