



BELVEDERE MEDICAL CENTRE NEWSLETTER ISSUE THREE—WINTER 2020

Published By The Patient Participation Group

Welcome To Your Third Newsletter

The Patient Participation Group is a group of volunteers helping to support Belvedere Medical Centre in enhancing its service provision. As part of meeting the NHS plan to involve patients and the public in health decision-making Belvedere Medical Centre will facilitate Patient Participation Group meetings.

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The PPG want to hear from you.

Tell us by completing the tear off slip below and hand it in at reception or email us at:

bmcppg@yahoo.com

Do you want to be kept informed of the latest news from the PPG?

Email 'keep me informed' at

bmcppg@yahoo.com

and we will send you updates by email. Please be aware that this email address is for contact with the PPG only

About Morenike (Reni) Akinwunmi

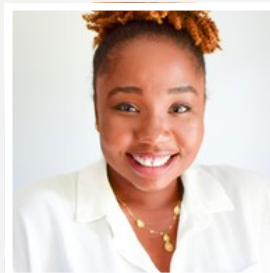
Reni is our clinical practice pharmacist & joined us in May 2018 after a period of almost 5 years working as a relief pharmacist with Boots the Chemist in various locations throughout London.

Reni was born in Paddington and grew up in the Hackney/Dalston area of East London and attended Park School for Girls & Seven Kings High School in Redbridge. She then studied at the University of Brighton where she graduated with a Masters Degree in Pharmacy in 2012.

Reni is a member of the Royal Pharmaceutical Society with community experience and primary care. She is currently undertaking the NHS pilot for clinical pharmacists in general practice (phase 2). Having our own dedicated on-site pharmacist is unusual, especially in the Greater London area. Her role at the practice includes carrying out structured medication reviews for patients with ongoing health problems and improving patient safety through a person-centred approach.

She is motivated by the desire to further develop the knowledge and skills acquired through training to make a positive impact in effective pharmaceutical patient care. This year will see Reni undertaking further studies at the University of Hertfordshire enabling her to become one of the few clinical pharmacists that are able to prescribe medicines.

Reni lives in Romford and commutes to Belvedere on a daily basis. In what spare time she has, Reni likes going to the theatre, has a love of photography, and enjoys singing, especially with a choir.



Your Bexley GP at your fingertips

You can now use the NHS Online Bexley app for online consultations, ordering repeat prescriptions and much more. The same services you trust, now more convenient than ever. Download NHS Online Bexley from your App Store.



Tear off this slip and hand it in at Reception for your personal copy of future Patient Group newsletters

Name:.....

E-mail address:

An Introduction to “eConsult”

With the cessation of “on the day” appointments the practice introduced eConsult .

eConsult is a set of online tools for you to check which service is right for your symptoms, get immediate self-help advice, find out what other services can help you or send the practice an online consultation. It may help manage certain conditions, without the need to attend the surgery in person. An online consultation is when you send the practice a completed web form about a condition from the website. The practice will then ring you back (and in some cases email you) by the end of the next working day to offer you advice, tell you whether you need an appointment or offer you a prescription. ***Patients accessing eConsult before 1pm Monday to Friday will receive a response the same day.*** However if you have a medically urgent problem you should contact the surgery straight away, ring NHS 111, or dial 999 in the case of an extreme emergency. The practice believes eConsult will improve your access to advice and treatment. It could also avoid the need for you to come in for some conditions. Further information is available on the BMC website:

belvederemedicalcentre.webgp.com/



Patient Feedback Initiative

Members of the Participation Group spoke with patients on an ad-hoc basis last November to obtain a snap shot on their views about the practice. This was following the migration of patients from the Cairngall practice. Around 30 anonymous interviews were undertaken & the results shared with the Practice Management Team. The majority of patients were happy with the service provided by the practice, however there were concerns about the time taken to get through to the practice by telephone and the cessation of “walk-in” clinics. A much larger patient feedback initiative is planned for later this year. Further details will follow in due course.



Community Connect

Supporting your health and wellbeing!

There are many non-medical issues that can make people **feel stressed, isolated or unwell.**

Community Connect is a new service supporting local people to improve their health and wellbeing by connecting them with activities, support and services in the community.

Our Community Wellbeing Co-ordinators can help you to find support for issues outside of the usual care that your GP or nurse may be able to provide.

If you are over 18 and registered with a Bexley GP then you can access the Community Connect service. Any member of the practice can make a referral or you can contact us directly.

Tel: 01322 524 682 or email: communityconnect@bvsc.co.uk



Patient Participation Group Membership

If you are interested in joining the Group, our next meeting at the practice will be Tuesday 14th January @ 4pm

Please email the PPG Chairman for further details;

bmcppg@yahoo.com

Please refer to the BMC Website for the date & time of our March 2020 meeting.

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Name:

E-mail address: