



# BELVEDERE MEDICAL CENTRE NEWSLETTER ISSUE ONE—MAY 2019

Published By The Patient Participation Group

## Welcome To Your First 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.

### In This Issue

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- The PPG want to hear from you
- Did Not Attend Appointments
- NHS Online Bexley
- Mind in Bexley
- Forthcoming PPG Meetings

#### *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

### Meet The Team at Belvedere Medical Centre

Belvedere Medical Centre on its current site has been caring for patients in Belvedere since 1997. The practice has 6 GPs, a Consultant Nurse Practitioner, a Nurse Practitioner, 3 Practice Nurses, 2 Physicians Associate, 1 Pharmacist, a Health Care Assistant, a Paramedic, a Business Manager, a Practice Manager & an Office Manager. The practice also has a team of 8 receptionists and 3 administration staff.

GPs: Dr Varun Bhalla, Dr Angela Chukwujekwu, Dr Vimple Bhalani, Dr Laura Ilchyshyn, Dr Regina Ehimbai & Dr Monica Bhalla

Nurses: Laura Muskett (Consultant Practitioner), Denise Hirst (Nurse Practitioner) Gillian Content, Deborah Willis & Aminat Olufeko (Practice Nurses)

Health Care Assistant: Viv Sullivan

Physician Associates: Koyrul Amin & Denaya Peters

Paramedic: Janine Digby

Pharmacist: Morenike Akinwunmi

Managers: Lisa Vernon (Practice), Shelley Bhalla (Business) & Lynn Summerfield (Office)

Communicating direct with the surgery couldn't be easier as they can be contacted by telephone, letter or via the website.

**Belvedere Medical Centre**

**15 Albert Road, Belvedere DA17 5LQ**

**Tel: 01322 446700 [www.belvederemedicalcentre.co.uk](http://www.belvederemedicalcentre.co.uk)**

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

**Name:.....**

**E-mail address: .....**

## Did Not Attend Appointments

We know from your feedback that being unable to get an appointment when you want is very frustrating. Unfortunately the situation is made worse by a few patients that fail to attend for pre-booked appointments, either with one of the GPs or the Nurses.

*On average the practice has around 1100 clinical contacts each week, with either Doctors, Nurse Practitioners, or Physicians Associates. Unfortunately around 10% to 15% of the 1100, that's 110 to 160 patients each week fail to attend their appointments! This is much higher than the national average. As each failed appointment has a cost apportioned to it, this represents a good deal of money that could be spent elsewhere improving facilities or releasing further appointments at the practice.*

With the introduction of text message appointment reminders, the number of "Did not attend" appointments with a GP has fallen slightly. You can cancel your appointment in several ways:

Respond with the word 'CANCEL' to the appointment reminder

Telephone or call the surgery and speak to a Receptionist

Follow the link on the BMC Website [www.belvederemedicalcentre.co.uk](http://www.belvederemedicalcentre.co.uk)

**If you cannot make your appointment, please remember to cancel and make it available to others**

### 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 appstore.



Stressed, Feeling Low,  
Anxiety, Life Pressures,  
Worry!

Did you know that there is a free NHS talking therapy service for adults registered with Belvedere Medical Centre?

**The service is called IAPT\***

(Improving Access to Psychological Therapies)

If you need support, please give them a call on 0208 303 5816 (opt 1) and leave a message if your call is not answered.

Alternatively, you can self-refer online:

[www.mindinbexley.org.uk/iapt](http://www.mindinbexley.org.uk/iapt)

\*Suitability criteria applies

## Patient Participation Group Membership

If you are interested in joining the Group, dates for forthcoming meetings at the practice are:

Tuesday 28th May @ 1pm

Wednesday 24th July @ 6pm

Tuesday 24th September @ 1pm

Please email the PPG Chairman for details;

[bmcppg@yahoo.com](mailto:bmcppg@yahoo.com)

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