

APRIL 2023

UPPER TOOTING



SURGERY



Dear Reader,

Our core hours are Monday to Friday 8am - 6:30pm. Any urgent problems outside of these hours need to be directed to NHS 111 who can give advice, arrange a home visit or book an appointment at an out of hours hub.

Our phone lines are open during core hours only, but all online services operate for 24 hours.

We encourage all patients to register for online access which is needed to book online.

Enhanced Access

All GP Primary Care Networks offer some appointments after 6:30pm and on Saturdays. These are for all members of our team (HCAs, nurses, pharmacists, physiotherapists and doctors) and are pre-bookable by calling reception or booking online.

Historically, we have offered Saturday morning slots at Trevelyan House but from 1st April 2023, we will provide additional slots on Saturday afternoon.

We previously used the Bedford Hill Hub to provide this service but this was not popular with patients and resulted in a high DNA (did not attend) rate.

Patients at all of our Tooting sites can use these slots, which are face-to-face by default, but can be changed to telephone slots on request.

We will also host an additional FCP (First Contact Practitioner) clinic each Saturday afternoon and some additional cervical screening clinics. Our FCP colleagues our senior physiotherapists and can see all joint/back problems and sports injuries. They can arrange x-rays and scans and refer to secondary care colleagues.

These slots are available to book online.

On Sundays (pre 8am/post 5pm on Saturdays), our staff are still able to book Wandsworth Hub appointments at Queen Mary's Hospital, Bedford Hill or Clapham Junction Health Centres.

A&E / Casualty should be used only for life threatening conditions (e.g. possible heart attack, stroke, heavy bleeding, shortness of breath or broken bones).

COVID Spring Booster

We will be delivering a Spring Booster to those in Care Homes from early April.

All those over 75 or Immunosuppressed will be invited to book an appointment at our clinics, which will restart in mid April at Trevelyan House.

We anticipate a more extensive Autumn Booster campaign later in the year.



Cancer Screening

Cancer screening saves lives. Please do NOT overlook your invite to the cervical, bowel and breast screening programmes when invited.

Our cervical screening slots are now online and available to book when you receive your invite with a direct link.

We have introduced additional Saturday smear clinics at Trevelyan House.

All women over 25 will be invited every 3 years and all over 50 every 5 years up to age 65.

See our website for further details.

Targeted Lung Health Checks Programme

The lung cancer early diagnosis service is now live across Merton and Wandsworth.

Patients aged 55 - 74 with any history of smoking will be offered a lung health check with the specialist team at Royal Brompton Hospital and a low dose CT scan if required.

This new service will save lives and help earlier diagnosis, and treatment of other lung conditions.

Please take up your invite.

PCN Clinics

One of the advantages of a 'Primary Care Network' is that we can develop in-house clinics.

At Grafton, our three Tooting surgeries are one 'Grafton PCN', which gives us significant advantages.

Our in-house Dermatology clinics (run by Dr Popov and Dr Ahmad at Trevelyan House, Dr Ahmad at Macmillan Way and Dr Roberts at Upper Tooting) are very popular and save long waits for secondary care slots.

We have recently introduced a new menopause clinic which runs monthly at Trevelyan House with Dr Grainne Reihill. This clinic is suitable for women seeking advice on starting HRT or encountering problems with their current treatment.

HRT Pre-payment Certificate

Hormone replacement therapy (HRT) pre-payment certificates (HRT PPC) will be available from April 1st 2023.

Patients who are not exempt from prescription charges will be able to purchase a certificate from the NHSBSA website or in person at a pharmacy registered to sell PPCs.

The HRT PPC will enable patients to access a year's worth of menopause prescription items for the cost of 2 single prescription charges.

Please note that some HRT medication is not covered by this scheme.

Some women may find it cheaper to book an annual prepayment certificate that covers all medication, if they are not solely taking HRT.

Your community pharmacist can advise you.

Easter Opening

We are closed on Good Friday and Easter Monday. Please direct urgent problems to NHS 111.

Please ensure you order any medication needed by Wednesday 05/04/23.

We are open for pre-booked appointments on Easter Saturday. For further details please see our website:

<https://uppertootingsurgery.nhs.uk/>

With best wishes for a Happy Easter

Dr Penelope Smith



Senior Partner