

The PPG is about  
PARTICIPATION  
your participation



Why not come along and join us  
next event and have your say

## PPG MATTERS

VMC would like to be able to contact you by email in the event of problems arising at the practice such as a doctor suddenly being off sick, but in order to do so you need to complete one of the blue cards available in reception. The PPG would also like to add you to their email list for newsletters and advance notice of future PPG events. You have the option to do this when completing the blue form.

VMC PPG has recently been given the Healthwatch award for Outstanding Achievement. Congratulations to all the committee members who voluntarily give their time and energy towards making VMC an outstanding practice.

This autumn at VMC Open Age will run *Chair-based exercises for Co-ordination* 11.00–12.00 every Wednesday from 4 Sept. to 11 Dec. where you can improve

*Complete one of these blue cards to allow VMC to keep in touch with you by email.*



your balance, strength and co-ordination through exercises and fun ball games. Cost – £1 per session. Plus *Steady and Stable* 10.00–11.00 every Thursday from 5 Sept. to 12 Dec. This programme has been shown to improve balance, reduce falls and ensure you can keep living independently for longer. Cost – FREE. Ring Tina at Open Age to book your place in advance: 020 8962 5582.

If you are over 50 but you are not a member of Open Age you can join at the class. Membership is FREE.

*The role of the PPG is to promote better co-operation and communication between the practice and the patients to the benefit of both. For more details of PPG activities please go to the PPG section on the VMC website.*



# PPG

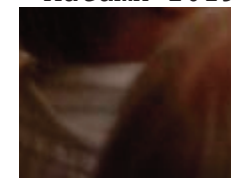
## Patient Participation Group

Victoria  
Medical  
Centre

29 Upper Tachbrook Street,  
London SW1V 1SN  
tel: 020 7834 2298  
www.victoriamedicalcentre.com

Lees Place Medical Centre,  
11 Lees Place, London W1K 6LN  
tel: 020 7036 6060  
www.leesplacemedicalcentre.com

Autumn 2019



## news

*Dear VMC and LPMC Patients,*

Since our last newsletter, VMC and the PPG have analysed the results of this year's patient survey. We are grateful to all those patients who told us about their experiences of the practice both good and bad. Your voices are being heard.

A recent PPG event 'Opioids and their Alternatives' addressed the complex causes of aches and pains and stressed the importance of non-pharmacological treatments such as social activities. A report of the meeting is on the VMC website under PPG Reports of Events.

Social prescribing is increasingly seen as a therapeutic alternative to taking pills and we applaud the efforts of Open Age, the charity that organises activities for the over-50s in our area. This autumn Open Age will hold exercise classes at VMC. We are also going to host 'Singing for the Brain' for patients with dementia and their carers. Watch this space.

VMC's autumn clinics offering free immunisation against winter flu virus will be held during September/October. Vulnerable patients young and old will receive a reminder and we urge you to respond. If you are not eligible for a free NHS winter flu jab you can still get one for a small fee at local pharmacies.

Flu viruses are highly infectious and transmit from person to person through droplet spray and contaminated hands

and surfaces. Frequent hand-washing is all very well, but immunisation is by far the most effective form of protection.

New NHS guidelines have recently been announced concerning a range of medicines for minor conditions that patients will be expected to pay for even if they are entitled to free prescriptions. You will be asked to buy certain drugs and medicines from your local pharmacy or supermarket. Please read the full list of conditions on page 2.

*Best wishes*

**Mary Orr**

*Chairman, VMC PPG*

### !!! SAVE THE DATE !!!

### Tuesday 29 October

## Bladder and Bowel Problems

causes and treatments

**Mr Michael Stafford**

and colleagues from  
Chelsea & Westminster Hospital

### 6.00 pm

Group Room VMC,  
29 Upper Tachbrook Street

# NEWS FROM THE PRACTICE

## STAFF CHANGES

**Doctors** Dr Rankine is on sick leave until November when she will be back to work as normal.

Dr Thaxter the GP Registrar has passed all his exams and will be leaving the practice after two years. He will be replaced by Dr Caroline Hall.

Dr Dasgupta will be on maternity leave from October.

Temporary doctors will be staying on to cover while Dr Rankine is on sick leave.

**Nurses** Nancy Alvares is now a fully trained practice nurse. She is also in charge of the anticoagulation clinics.

## NEW CLINICS and SERVICES

### Asthma and COPD Clinic

These clinics are held on Wednesday mornings. We offer respiratory management and spirometry testing for lung function. Your treatment will be assessed and changed if necessary, and follow ups arranged as required so that we can optimise your care.

### Audiology Services

Hearbase Ltd is offering NHS hearing tests and NHS hearing aids fitting and follow-ups at VMC all day on every alternate Friday. For a referral please consult with your GP.

### Exercise classes

WPPC exercise classes for the over-50s will continue on Mondays and Fridays. In addition VMC will be hosting two more exercise classes run by Open Age. See back page for details.

## PRESCRIPTIONS

### Changes to prescribing

NHS England has recommended that for self-limiting conditions such as hayfever, dry eyes, minor pain and indigestion you should not expect a prescription from your GP practice, even if you qualify for free prescriptions. In future you are advised to buy your own medication from local pharmacies or supermarkets.

If your symptoms persist or you start to feel worse then you should either (i) ask your pharmacy for further advice, or (ii) call NHS 111, or (iii) contact your GP. This applies to treatments for the following conditions:

Acute sore throat	Mild cystitis
Conjunctivitis	Mild dry skin
Coughs, colds and nasal congestion	Mild irritant dermatitis
Cradle cap	Mild to moderate hay fever
Dandruff	Minor pain, discomfort and fever (e.g. aches and sprains, headache, period pain, back pain)
Diarrhoea (adults)	Mouth ulcers
Dry eyes/sore tired eyes	Nappy rash
Earwax	Oral thrush
Excessive sweating	Prevention of tooth decay
Haemorrhoids	Ringworm/athletes foot
Head lice	Sunburn
Heartburn	Sun protection
Indigestion	Teething/mild toothache
Infant colic	Threadworms
Infrequent cold sores of the lip	Travel sickness
Infrequent constipation	Warts and verrucae
Infrequent migraine	
Insect bites and stings	
Mild acne	
Minor burns and scalds	

Link to NHS leaflet:

<https://www.england.nhs.uk/wp-content/uploads/2018/08/1a-over-the-counter-leafletv1.pdf>

## VMC – helpful information

### Getting the right appointment

Appointments with our GPs are precious and it remains difficult to meet patient demand. Ask yourself – would another health care practitioner be able to advise me initially? Perhaps a pharmacist could help, or VMC's practice nurse who is trained to deal with minor illnesses.

For urgent appointments it is best to PHONE from 9am–12pm and 2pm–5pm Monday to Friday. Reception will ask you a few questions in confidence, and a GP will call you back.

For routine appointments why not contact one of the VMC doctors online? Visit the practice website, fill in the online consultation form and you will get a reply within one working day. This is an additional service to phoning or coming to VMC in person.

### How to get your test results

Test results take 3–5 days. They are sent electronically to the practice and are checked every day by a GP. We will contact you if there is cause for concern, but not if results are normal. You can access the results of blood tests, swabs, scans or x-rays by phone, online or in person. Print-outs of results are available at reception. Pick up a red flyer from the phlebotomist or reception for details.

### How to get a physiotherapist

You can refer yourself to a physiotherapist without waiting to see a GP. Just ask reception for a referral form.

### Minor eye problems

If you suffer from sore eyes, redness or visual disturbances you can be seen within the local NHS minor eye condition service. Contact The Optical Studio, 4 Warwick Way or Specsavers, Cardinal Place to arrange an appointment.

## PRACTICE PROFILE



“My name is Dr Yewande Adisa. I joined the team at VMC in March 2019 and am pleased to have received such a warm welcome from patients and staff.

After graduating from St George's Medical School in 2013, I initially worked as a junior doctor in hospital and community settings in Nottingham and the East Midlands. In 2015 I began my GP training in London and gained experience in a number of specialities including obstetrics, gynaecology, psychiatry, A & E, surgery and community paediatrics. One of the joys of General Practice is being able to care for patients of different age groups and backgrounds with a variety of conditions.

Meanwhile, I have developed an interest in women's health and health-care in developing countries and have conducted a research project centred on women's health in Sierra Leone.

I plan to continue developing my interest in women's health generally by pursuing post-graduate studies. VMC is a thriving practice and I look forward to contributing to the life of the surgery.

Yewande Adisa

Contact Victoria MC and Lees Place MC by e-mail: [CLCCG.VMC@nhs.net](mailto:CLCCG.VMC@nhs.net)  
Contact the Patient Participation Group by e-mail (on PPG matters only.  
Not to be used for clinical or practice matters) [vmcpgp@live.co.uk](mailto:vmcpgp@live.co.uk)