



ST ALBANS MEDICAL CENTRE

AUTUMN NEWSLETTER

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www.stalbansmedicalcentre.co.uk

Welcome to the AUTUMN 2018 edition of the St Albans Medical Centre newsletter.

Should you have any comments or suggestions on how we could improve on our services, please send them to our Practice Manager.

Surgery is open between -7.30 am - 6 pm and Closed 12 - 1.30 pm
(Although the phones are not switched on until 8.00.am)

For general medical advice when surgery closed you can ring **111**

NHS Direct on 0845 4647

SURGERY NEWS

We would like to welcome our new GP
Dr Tom Koczian.

Some patients may remember
Dr Koczian when he was with our
practice in 2015.

We also have a new Registrar who has joined
us for 1 year — Dr Abbey Cargill.

SATURDAY MORNING CLINICS

We now have a Saturday morning surgery at the Kingston Health Centre,
Skerne Road, Kingston between 9.00.am - 11.00.am.

Appointments can be booked either on line or via the receptionists at
St Albans Medical Centre.

NEW CALLING SYSTEM

We have now installed a new TV Calling System in the waiting room which we
hope will improve our system of patient / doctor

Text Messaging

We have noticed an increase in the number of patients not notifying us of changes to their contact details. As we now text patients to remind them of various things such as upcoming appointments and ad hoc invitations to attend various wellbeing and health check clinics, it is very important that we have your correct contact details. We appreciate in this ever increasing electronic society that people can now change mobile phones easily but what we would ask is that you add us in to the list of people that need to have your new mobile number.

If you change your address we would also need to know, as your home telephone number may become redundant. Please help us to keep your contact details up to date.

Thank you.

BONFIRE NIGHT RECIPES



Ingredients

- 4 Medium Baked Potatoes
- 2 tbsp. olive oil
- 25g butter
- 1 large onion, finely sliced
- 6 slices smoked streaky bacon, chopped
- 2 tbsp. double cream
- 200g mixed good melting cheese such as gruyere or reblochon
- Chopped parsley to serve

Bonfire Night Baked Potatoes

Method

1. Heat oven 200C/180C fan /gas mark 6. Prick the potatoes all over with a fork, then rub with half the oil, some sea salt and black pepper. Arrange on a baking tray and bake in the oven for about 1 hr 15 mins, until their skins are crisp and they are completely tender when prodded.
2. Meanwhile, heat the remaining oil and half the butter in a frying pan. Add the onion and gently cook for 15-20 mins until softened and golden. Remove from the pan and set aside. Add the chopped bacon and fry until just crisp. Remove using a slotted spoon and place on kitchen paper.
3. Halve each potato lengthways (watch out they will be hot), then scoop out most of the potato into a bowl leaving a potato skin shell with a thin layer of potato. In the bowl crush the potato with the remaining butter and double cream. Season with salt and pepper and fold through the onion, bacon, three quarters of the cheeses and half the parsley. Spoon back into the potato shells and top with the remaining cheese. Transfer to the baking tray and return to the oven for 10-15 mins, until melting and golden. Sprinkle with the remaining parsley and serve with a sharply dressed crisp salad, if you like.

PARKING RESTRICTIONS

FROM 1ST OCTOBER 2018

As you may be aware, from 1st October 2018 parking restrictions will be operational in the following roads:

Latchmere Road (between Richmond Road and Latchmere Lane).
Durlston Road
St Albans Road
Studland Road
Earle Gardens

These restrictions will be in force between

11.00.am – 2.00.pm Monday to Saturday

Outside of the above hours parking will still remain free

There will be a two week 'grace' period from

1st October – 15th October

During this time free parking will still be permitted, but notices may be placed on cars just as a warning about the forthcoming restrictions

PATIENT PARTICIPATION GROUP



To ensure that the Practice continues to provide patients with the best possible care we are still recruiting for new members for our Patient Participation Group. The Group is now more of a 'virtual' group, communicating by email, rather than meetings in the surgery, as we think this is easier for those patients who are unable to attend because of work commitments or family restraints. We do aim to have meetings may be twice a year as it is nice to meet up as a group periodically face to face. We want to obtain your ideas and suggestions, and at the heart of all this is the quality of patient care.

In the waiting room there is a notice board dedicated to PPG news and views. While patients await their appointment time it is possible that they observe things that they believe could be improved. We can't promise to accept every suggestion but we will aim to take on those that will enhance our services.

We recognise that not every appointment with your Doctor is an enjoyable experience, due to the very nature of your visit, but we promise to provide you with every care and assistance that is within our power. Through patient participation we believe that we can improve our service even further so please consider the contribution that you can make.

By having an active and growing Patient Participation Group that is suitably representative of our patients you will help ensure that the St Albans Medical Centre provides the very best in medical care.

Looking forward to your future participation.



HAVE YOU SIGNED UP FOR ONLINE SERVICES YET???

You can:

- ◆ Request prescriptions
- ◆ Book your appointments on line
- ◆ Access aspects of your medical records

In order to access our EMIS online services you will need to complete a form which you can get from reception and then a letter will be produced from your records with all the necessary information to enable you to register for the online services. **Please note that you will need to bring with you one form of ID.**

To get you started you will need to log into our website at **www.stalbansmedicalcentre.co.uk**. On the home page, left hand panel, you will need to click onto

You will then see the screen below




Patient Access

If you are interested in registering for our online services - repeat prescriptions, appointments and viewing aspects of your medical record, please ask reception for a registration form.

You will need to be aged 18 or over and provide 1 proof of ID, preferably a photo ID.

Once you have your online registration letter you can click on the image below to access these services.

Sign in to Patient Access

[Share](#)

CLICK ON THE PATIENT ACCESS IMAGE AND YOU WILL BE TAKEN INTO THE REGISTRATION SCREEN WHERE YOU CAN REGISTER AND SIGN IN FOR OUR SERVICES.

Any problems please let us know.

APPOINTMENT ATTENDANCE

We have been monitoring appointment attendance recently and have noticed there have been some frequent DNA's from some patients. As you may be aware, GP and Practice Nurse appointments are currently in extremely short supply and those patients who fail to attend on numerous occasions may be sent a letter to invite them to come into the practice so that we can have a chat to try and find out the circumstances that are preventing them attending their appointments.

IF YOU ARE UNABLE TO ATTEND YOUR APPOINTMENT PLEASE CONTACT THE SURGERY IMMEDIATELY SO THAT YOUR APPOINTMENT IS AVAILABLE FOR SOMEONE ELSE.

THANK YOU

Whilst we make every effort to offer a broad and effective service, we welcome constructive criticism, comments or suggestions.

CONFIDENTIALITY

The practice abides by the Data Protection Act 1998. Any information passed to the practice or held on paper format or on the computer is dealt with confidentially. Patients' notes may be photocopied if requested by a third party but only if we have written consent from the patient. From time to time Kingston Primary Care Trust or Primary Care Agency may require data; in this instance it is always anonymised. If you have any concerns please contact the practice manager.