

# THE MUSWELL HILL PRACTICE

## SPRING 2017 NEWSLETTER

[WWW.THEMUSWELLHILLPRACTICE.CO.UK](http://WWW.THEMUSWELLHILLPRACTICE.CO.UK)

Sign up to receive this newsletter via email - give your name to reception or sign up via our website.

We have an active patient group – let us know if you'd like to be more involved

## THE VALUE OF APPRENTICESHIPS

“Hello my name is Damla and I have been working at the Muswell hill practice for over a year now. I started off being an apprentice to get a NVQ Business Admin qualification which was for a year. Once my course was finished I was offered a full time position as a receptionist /administrator.



Working in The Muswell Hill Practice has helped me build my confidence and other qualities such as communication, IT Skills and working within a team. I really enjoy working here meeting new patients every day and interacting with colleagues. I feel very appreciative for being offered this opportunity.”

Joyce, our lead receptionist, says “Having Damla has shown the strength of our up-and-coming young people. She has been a hardworking and thoughtful contributor to our team and we are pleased she is continuing now as a permanent member of our reception staff.”

Deena, our other apprenticeship also successfully finished her NVQ and is looking to do the next one elsewhere. We also have a new apprentice, who started in February, Tahmina Begum, who is doing an NVQ level 3 in Business Administration.

## STAFF UPDATES

Dr Marita Koumettou will be returning from her maternity leave on 4th April 2017. She will be seeing patients on Tuesday AM, Wednesday AM, Thursday 11am & 4:50pm and Friday PM.



We have two doctors with us on the Induction and Refresher scheme.

Dr Vanessa Ní Churráin (Curran) is with us full time until March.

She trained and qualified in Ireland.

Dr Sharoni Mahabaduge is with us until

January 2018 working Wednesdays and Fridays.

She has been working in private practice for the last 5 years.



## ELECTRONIC PRESCRIBING

We remain one of the top practices in the country for utilising this amazing service which allows your prescriptions to be sent directly to your pharmacist. We will soon be requiring every patient to have a nominated pharmacy so please let us know your choice now. It helps to reduce paper and queues at reception and it is quicker for you.

Have you signed up for [Patient Access](#)? You can view, book and cancel appointments online as well as order repeat prescriptions. Bring in a form of photographic ID to reception and they will give you a code to enable you to access the site to do this.

## TRIALLING A SLIGHT CHANGE IN APPOINTMENTS

We have looked at the increasing demands on the practice and how we are managing these and are pleased to report that we still have the lowest attendance at A&E rate of all Haringey practices

From April, the partners will be trialling a slight change in their appointment set up. We will offer more telephone appointments in place of a slight reduction in the number of face to face appointments. These telephone slots can be booked in advance and are for follow ups and issues that can be dealt with over the phone. We know that a lot of problems do not require a physical examination and can be dealt with well on the phone. This will increase the number of appointments available and therefore increase access.

## OUR CATCHMENT AREA

A reminder that we are accepting patients only in our catchment area. For those who are registered outside of our catchment area, you may receive a letter asking you to re-register with a practice local to you for clinical safety reasons.

## BLOOD TESTS & RESULTS

Blood tests need to be agreed by a doctor before they are booked in. Once agreed, you can go to:

The Whittington Hospital, Monday to Friday 9am - 4:30pm.

Hornsey Central Medical Monday to Friday 8.30am – 12.30pm but doors open at 8.00am. You do not need to book an appointment at either of these places.

You can also have blood taken here at the practice if the above are not convenient. You need to book in advance as it is not a phlebotomy clinic but run by our Health Care Assistant.

A week after your test, please book a telephone slot to discuss with the requesting doctor. It is not appropriate for the duty doctor to discuss test results for other doctors.

## QUICK NOTICES

- We encourage all patients to [use our pod](#) room at least once a year: please update your health records with your blood pressure, height, weight and smoking status. Please remember to press FINISH at the end otherwise the information will not be stored.
- Don't google your health concerns! Much information on the internet is promotional, or from dubious sources. Use NHS choices which gives non-biased, evidence based information.