

Lyngford Park Surgery Newsletter



A new GP joins our practice

We are delighted to inform you that Dr Khin Khin Kyaw, (known as Dr Khin), has joined our practice and most patients previously registered with Dr Helen Burton, who retired last August, will now be registered with Dr Khin or one of our GP Partners, Dr Rupert Sells, Dr John Edwards and Dr Janet Shackleton.

Many of our patients will know Dr Khin from her time here last year.

Dr Khin works on Monday mornings, Tuesdays all day, Wednesdays all day and Thursday afternoons.



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- Welcome to our new GP.
- What our new Clinical Pharmacist could do for you.
- New IT developments at Lyngford Park Surgery
- Signposting
- Access to evening and weekend appointments
- Join our Lyngford Patients' Group

Have you met our Clinical Pharmacist?

Our Clinical Pharmacist, Clare Cannon, joined our team in December and supports our practice team in several ways:

- By responding to patient queries about repeat prescriptions;
- By supporting patients who have had medication changes after discharge from hospital;
- By carrying out annual medication reviews for patients on repeat prescriptions;

- By monitoring patients with long term conditions who take medications.

Clare can give you expert advice on your medicines. If you have a long term condition such as Type II diabetes, arthritis or high blood pressure,

Clare can discuss the medicines you are taking to make sure they are working for you.

If you are experiencing any side effects from your medicines, Clare can discuss this with you and work with you to find a solution.

If you are taking regular medicines Clare can review your treatment at your annual review.

Our doctors have asked our reception team to recommend to patients that routine annual medication reviews are undertaken by our Clinical Pharmacist.



Online access to Lyngford Park Surgery

Patient Access allows you 24 hour access to check, book and cancel appointments; order repeat medication and check your medication, update your contact information, including mobile phone number and email address and view aspects of your medical records. If you have not registered for this service please ask at reception.



Engage Consult

We have introduced a new online consultation service at Lyngford Park Surgery. This is for non-emergency requests and for patients who would be very happy not to make unnecessary appointments if they could get personal advice quickly and easily.

You can choose whether to consult with a clinician about a medical problem, send a message about an admin issue or get self help advice.

“A new way of consulting that is easier for you”

“No need to come into the surgery”

“No need to take time off work”

If an examination is needed, we will arrange an appointment for you. If appropriate, we can write a prescription for you to collect.

If you use this service you can expect a same day response when the surgery is open if you enquire before 2pm. For more information please visit the practice website and click 'Online Services'.

New ways to contact you by text and email

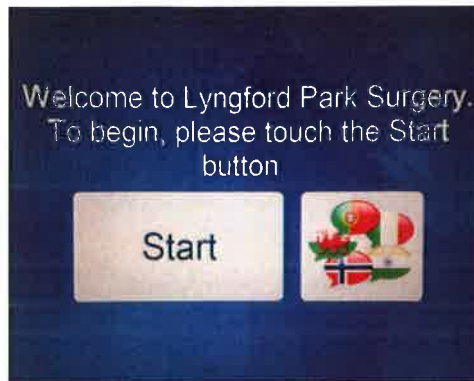
Our surgery is about to get a new piece of software which will enable us to contact you by text to for example remind you of your appointments, to let you know if your appointment needs to be rearranged or to inform you about services, such as flu clinics, that may be available to you. We would also like to be able to email you to let you know about new

and recurring services and to ask for your feedback about our services. Please make sure that we have your correct mobile phone number and email address to contact you. Please ask reception for a consent form so that you can be added to our texting/emailing list.



Speedy check in for appointments

Our self check in machine is available in the foyer and will allow you to check in for your appointment without having to queue at reception. You will only need to confirm your gender and date and month of birth for the machine to find your appointment.



Signposting your call to the best service

If you are calling to make an appointment, the doctors have asked our receptionists to prompt you for a brief reason for your call. This will help them to safely direct you to the most appropriate member of our team so that you get the best treatment more efficiently.

This could include directing you to your local pharmacist or A&E if appropriate.

Please feel assured that everything that you tell the receptionist is confidential.



Evening and weekend clinics

Did you know that you can access GP appointments in the evening and at the weekend if you are registered with a Somerset GP practice/

Evening appointments (up to 8pm) and Saturday appointments are offered by a number of GP surgeries in Taunton.

Lyngford Park Surgery offers evening appointments on Tuesdays and usually the first Wednesday of the month.

You can book one of these appointments at Lyngford Park Surgery or one of the other Taunton practices by talking to our reception team during opening hours.



Repeat Prescriptions

Appointments: 01823 333355
Health visitor: 01823 253462
Hospital Transport: 01278 727444
Out of hours: 111

Lyngford Park Surgery
Fletcher Close
Taunton
TA2 8SQ

Website: www.lyngford.co.uk
somccg.enquiries.lyngfordpark@nhs.net



Lyngford Patient's Group

Every GP surgery has a Patient Participation Group (PPG), ours is called the Lyngford Patient's Group.

Membership is made up of patients, who volunteer to become involved, surgery staff and doctors.

The reason for this patient group is to talk about subjects such as:

- How this surgery looks after its patients;
- To discuss how to truly reflect what type of service patients want and need;
- How changes in the NHS could affect you;
- How the surgery could improve the health of the Priorswood community.

Our patients' group also has a Virtual Group for those members who are unable to attend meetings or wish to be involved via IT.

The Lyngford Team would be delighted to get support, ideas and suggestions from its patients and you would be very welcome to come to one of our meetings. There will be no commitment but you will be able to find out what being a member of the Lyngford Patients' Group is all about.

For more information, please contact Sigurd Reimers, Chair of the group by emailing him at:



lyngfordparkpatientgroup@gmail.com

You can request a repeat prescription:

Online (for prescriptions and booking appointments)

Sending us a letter

Posting us a note

Visiting us in person

Through your local chemist (if they offer this service)

We are unable to take repeat prescription requests over the phone for safety reasons.

We strongly encourage our patients to order repeat prescriptions online. Please speak to one of our reception team for more details. Please allow 48 hours for your repeat prescription.

You do not normally require an appointment to see a GP for a repeat prescription.