

Merton Lodge Surgery

PATIENT NEWSLETTER
FEBRUARY 2024

WELCOME

...

Welcome to our all new patient newsletter! Our newsletter will be available via our practice website and social media page.



REGISTERED PATIENTS

as of January 2024

7037

SOCIAL MEDIA

Follow us....

Search for Merton Lodge Surgery on Facebook and follow our page for the latest news, health information and announcements.



Meet the Team

Partners

Dr M Tant, Emma Watson, Claire Morgan

Practice Manager

Amy Denman

Doctors

Dr M Tant, Dr S Limage

Advanced Nurse Practitioners

Emma Watson, Claire Morgan, Marie Jones

Nurse Practitioner

Jenny Simpson

Practice Nurses

Aimee Miller, Sophie Houlden, Victoria Brewster

Health Care Support Worker

Lyndsey Sweeney

Phlebotomist

Gilly Raynor

Care Coordinator

Clare Wattie

Dispensary

Donna Anderson, Helen Robertson, Suzanne Brown, Victoria Burnie

Medical Secretaries

Carol Hutchinson, Julie Moore

Care Navigators

Allison Cairns, Elaine Thorndike, Holly Cunningham, Janice McHamilton, Regina Marwood, Sarah Widdowson

Administration

Katy Jones, Lynne Lempard, Nicola Crofts, Rachel Harness

Management Administration

Charlotte Wright

Meet The Team

PHIL JACKSON

First Contact Practitioner

Please see below for an introduction to Phil.



WILL GIBSON

Mental Health Nurse

An introduction from Will will be available in our March newsletter.

JANETTE COOPER

Social Prescriber

An introduction from Janette will be available in our April newsletter.



Introductions

Let's get moving!

A First Contact Physiotherapist specialises in a variety of conditions relating to musculoskeletal health such as back pain, joint pain or muscle pain.

"My name is Phil Jackson and since 2021 I have been working as a First Contact practitioner (FCP) at your local GP practice, Merton Lodge in Alford.

I am a Physiotherapist by background having qualified in 2011 from Sheffield Hallam University.

At the surgery I see musculoskeletal conditions involving joints, muscles and spinal issues. I provide assessments, exercise and advice for the patients I see as well as referring on for further investigations such as blood tests and X-rays, for orthopaedic consultations and to physiotherapists for further treatment sessions, where indicated.

It is not necessary to speak with your GP or Nurse Practitioner prior to seeing me. By seeing me directly for your musculoskeletal issues, this allows the practice to free up appointments for people who are medically unwell and may need to see a GP or Nurse Practitioner, as well as allowing you to be seen by a clinician who specialises in musculoskeletal problems.

I have post graduate qualifications as a Non-Medical Prescriber since 2021, meaning I can prescribe medications within the scope of a physiotherapist, and since 2019 I have been qualified to do corticosteroid injections for joints and soft tissues".



"Outside of work I enjoy my sports. I am a West Ham United football fan, a keen golfer playing locally at Kenwick Park Golf Club and I enjoy jogging & walking. In April 2021 I completed the Everest Base Camp trek in Nepal which is my walking highlight to date".



Appointments

We use an online system which is an easy and fast way to ask for any kind of help from the practice.

Admin & non-medical enquiries are available 24-7 for repeat prescriptions, blood test bookings, long-term condition review bookings, cervical screening bookings and test results etc.

If you have a medical enquiry, a clinician will get in contact with you and help with your problem by phone, secure message, or arrange to see you face-to-face if required.

The online service is available to all our patients, and you can use it to ask about your children or other people you care for (if they are registered with us).

That's it – simple and straightforward! Look for the **GREEN** banner on our page which directs you to contact us online.

Online services are available daily from 8am. Non medical enquiries are live 24-7, so you can send your request any time of day or night.

For medical enquiries, the system is live on our usual working days from 8am until our capacity is reached, sometimes this can be early like 9.30am and other times it will be on until 3pm! It depends on how many requests come through to us and how many clinicians we have working.

Once capacity is reached, the online service will be paused until the next working day. You can still get help at the local Urgent Treatment Centre, local pharmacy or from NHS 111.

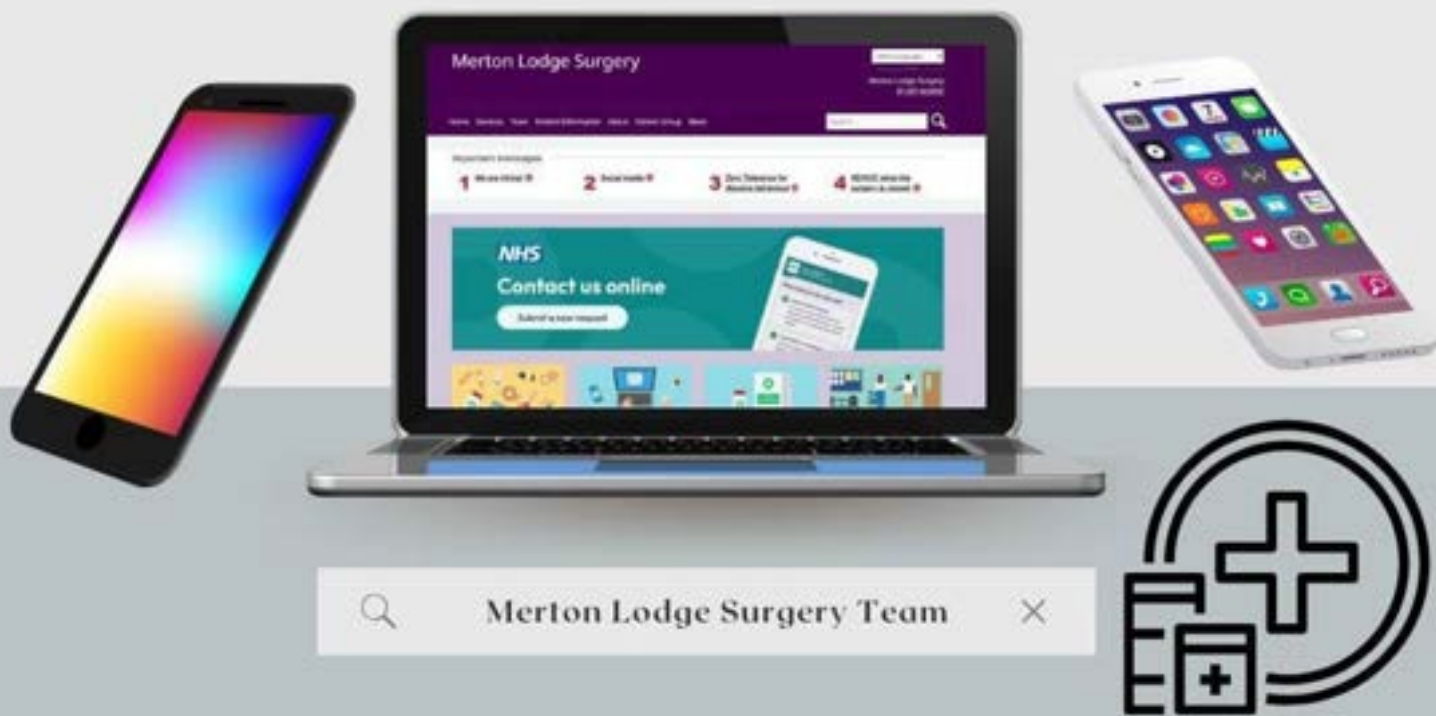


Did you know?

Don't forget...

If you are struggling to use our online services, come along to our weekly Tech-Shop, available on Mondays from 5pm-6pm.

You can book an appointment by contacting reception, or just pop in! One of our team will be on hand to help you.



**See your GP
health record
on the
NHS App**



New Patients

We currently have an open list and are welcoming requests for registration from patients living in or moving to the practice area.

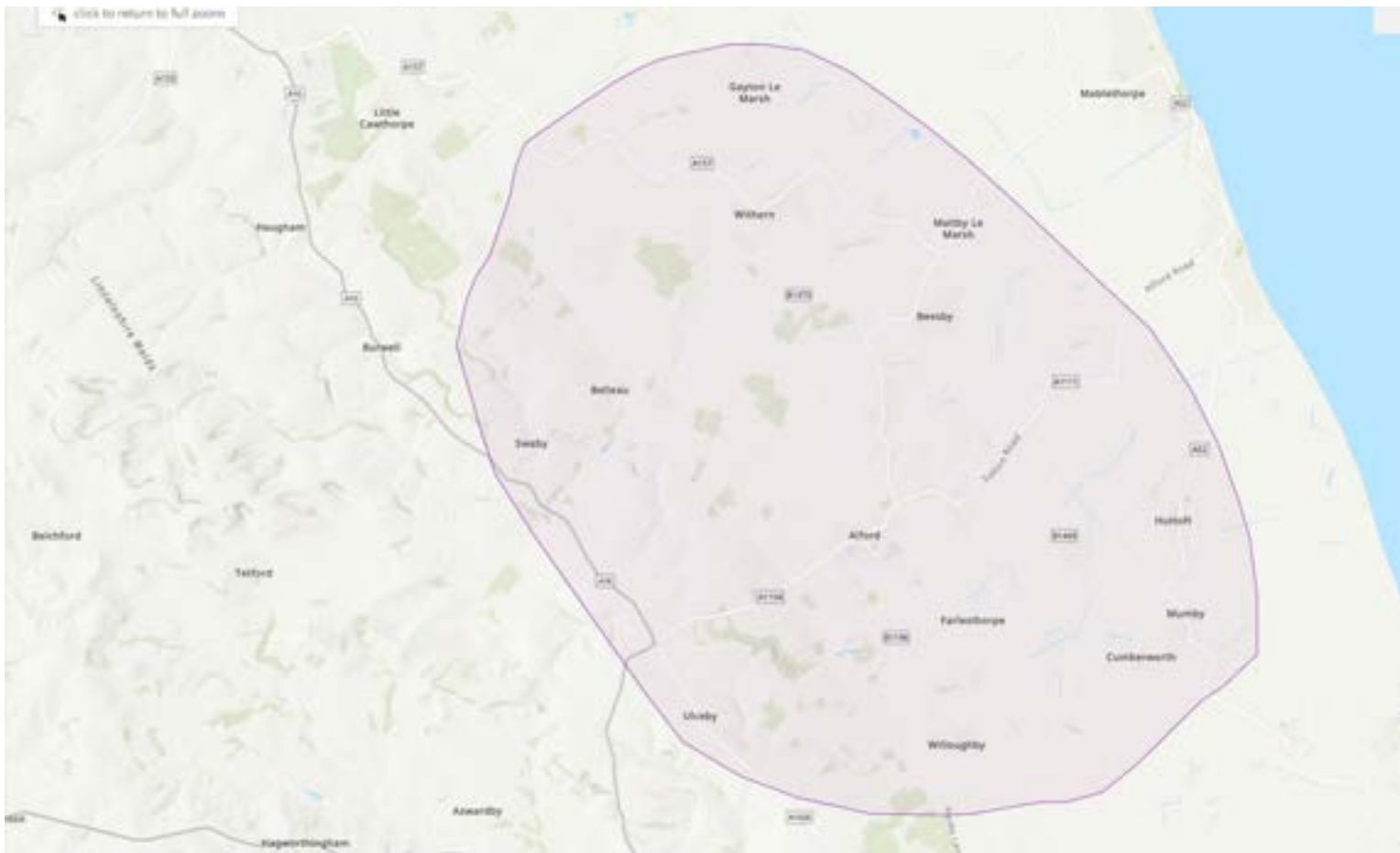
The map below shows if you live within our practice boundary

We do cover

Alford, Willoughby, Huttoft village, Maltby le marsh, Ulceby village, Cumberworth, Mumby village, Withern, Saleby, Thoresthorpe, Aby, Beesby & some closely surrounding areas.

We DO NOT cover

Mablethorpe, Sutton-on-sea, Chapel St Leonards, Skegness, Gunby, Spilsby, Orby, Hogsthorpe, Sloothby, Skendleby, Partney, Scremby, Welton Le Marsh, Anderby Creek.



You can also use our post code checker at:
www.alforddocs.co.uk/patient-info/practice-boundary-2/

New Patients

You can register by either:

- Filling out our online registration form.
- Downloading our registration pack from the website and returning this to reception.
- Collecting a registration pack from reception.

www.alforddocs.co.uk/patient-info/how-to-register/

What you will need:

NHS number - If you do not know your NHS number you can obtain this from your previous surgery or you can find it on the NHS app.

Repeat Prescription List - You will need your repeat prescription list from your previous surgery. Please ensure that you have at least 1 month's supply before starting the transfer.

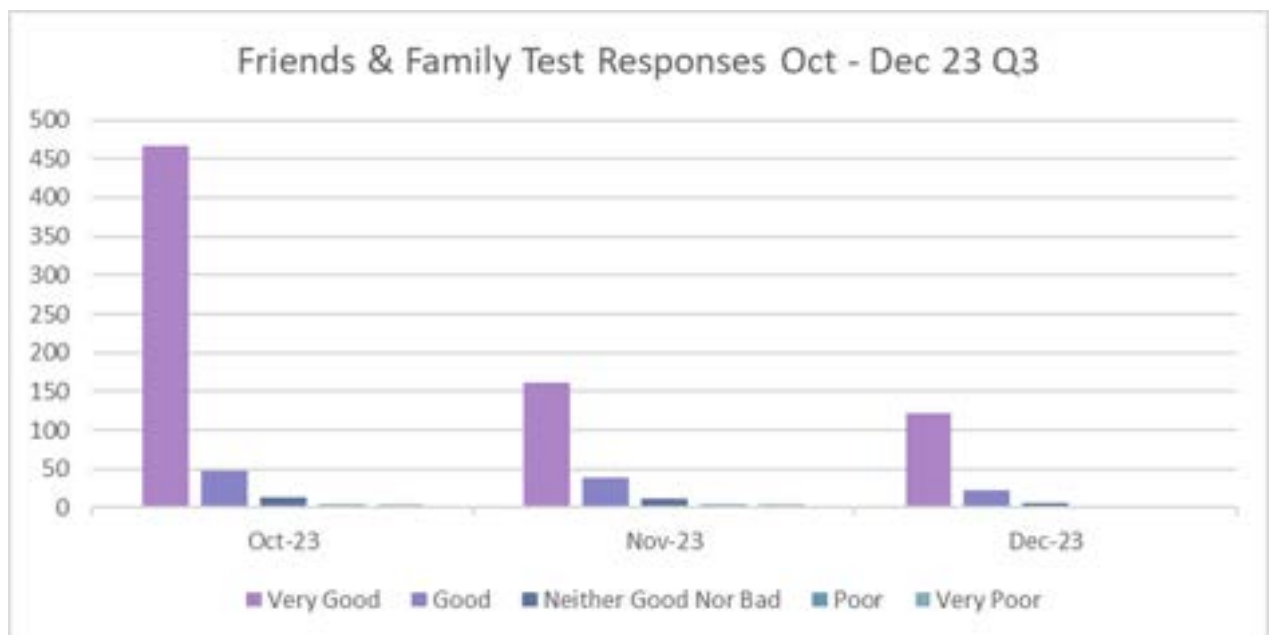
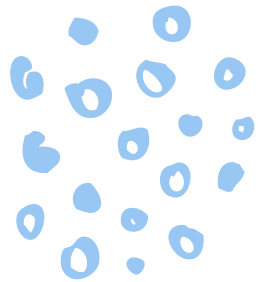


94% of patients who gave us feedback in the last 6 months, rated our services as good or very good.

Friends & Family Data

OCT-DEC 2023

Responses	Oct-23	Nov-23	Dec-23
Very Good	467	161	122
Good	48	38	22
Neither Good Nor Bad	13	11	6
Poor	4	5	3
Very Poor	4	4	0



Thank you for taking the time to submit your feedback!

Staff Training

The surgery closes for normal service on the first Wednesday of the month from 1pm and has done so for many years, so that we can ensure our staff can undertake mandatory training. After consulting with our local ICB and our PPG we have made the decision to implement this on an additional afternoon each month.

From 2nd January the surgery will also be closed for normal service on the 1st & 3rd Wednesday of the month from 1pm. On the 1st Wednesday of the month, as usual there will be no access to dispensary or reception, you will be able to reach us by phone for urgent matters.

On the 3rd Wednesday of the month there WILL still be access to dispensary to collect prescriptions and you CAN still reach reception by phone for urgent matters but the majority of our clinical staff will be in training.

This proposal is for a duration of approximately 6-months while we implement important staff training and development sessions.

If you'd like more details about the content that is planned for these sessions and the reason for this additional reduced service session, we would advise you see the minutes of our PPG meeting which are displayed on our PPG section of this website.

Please note: We have increased our appointment capacity around these afternoons which ensures that appointment availability is not affected.



Health Information

NHS

Don't ignore
your cervical
screening invite

Screening
saves
lives
Help us
help you

If you have received your cervical screening invite in the post, please book your appointment with the surgery.

We're so tired of asking this question but ...

HAVE YOU CHECKED YOUR CHEST THIS MONTH?

Breast cancer is the most common type of cancer in the UK and can affect people of any age and gender. As young people aren't routinely screened, it's important to be aware of the signs and symptoms of breast cancer in order to spot any changes to your chest.

Visit coppafeel.org to be aware of the signs and symptoms of breast cancer.

CoppaFeel!

Health Information



NHS

The bowel cancer screening kit can save your life

Just a tiny sample detects signs of cancer before you notice anything wrong.

If you're sent a kit, put it by the loo. Don't put it off.
nhs.uk/bowel-screening

Screening saves lives

Help us help you

If you are aged between 60 and 74, you will be invited to take part in bowel cancer screening every two years.



NHS

Contact your GP practice

If you've had a cough for three weeks or more, don't ignore it. It's probably nothing serious but it could be a sign of cancer.

Your NHS wants to see you.
nhs.uk/cancersymptoms

Clear on cancer

Help us help you