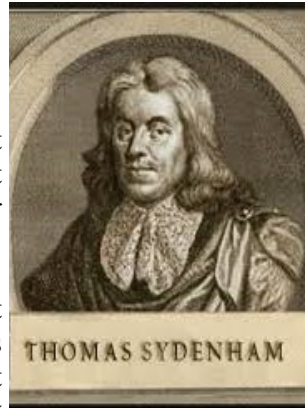


Sydenham House & Musgrove Park Newsletter

Produced by the Patient Participation Group

Sydenham House Medical Centre: 01233 645851 Musgrove Park Medical Centre: 01233 625527

The history of Sydenham House



No, our surgery did not migrate from south east London! It is named after Dr. Thomas Sydenham. You don't remember Dr. Sydenham? That's not surprising, for he was born circa 1624 in Dorset and probably never knew

Ashford. Thomas was a contemporary of William Harvey, to whom many of us owe a prayer of thanks, and indeed to the hospital bearing his name.

Most schoolboys know the source of William Harvey's fame, but few realise Thomas' initial book was a vital study of the much feared disease Smallpox. As a result these medics were represented by two statues which we believe stood in front of London Hospital, and though an image of William now stands before our hospital Ashford has no replica of Thomas, despite the original having been 'rescued' by the late Dr. Tim Cullinan for display in Church Road where Dr. Cassidy ran his original practice until well into his 90s, and originally in his dining room.

But eventually a purpose-built surgery was constructed at the bottom of Dr. Cassidy's garden and the new building, with its innovative (for 1963) roof lights, won a design award.

When late Dr. Bruce Montgomery joined the practice expansion became an option and thereafter Church Road and Brookfield Surgeries were serviced for over thirty years.

However, 21st century demands on general practice made it impossible to support two surgeries in outdated buildings; so, with drive and enthusiasm provided by Dr. Menon, negotiations began in late 1990s to develop our medical centre of today on the old Energen factory site. The Church Road building was sold to Elwick Club and the statue of Dr. Sydenham returned to its previous London home minus nose and various other essentials.

Ron Carden

Surgery Opening Times:

Monday to Friday 08:00—18.30

Saturdays: Appointments on Saturdays are for pre-booked appointments only. There are no walk in and no telephone consultations. Any telephone calls to the surgery on a Saturday will be picked up by the NHS 111 Out of Hours Service.

Sundays and public holidays: Closed

How do I get an appointment for today?

You can book an appointment on the day by telephoning the surgery from 8:00am; Sydenham House 01233 645851; Musgrove Park 01233 625527. If there are no slots available when you call, you will be telephoned by the triaging GP who has an allocation of slots available to book patients in to see a GP should they require a face to face consultation that day. Online access is available for book on the day; contact us to register for this service.

How do I get a Saturday appointment?

There are a limited amount of slots for Saturdays and they need to be booked in advance. Please note: there are NO WALK IN appointments and NO TELEPHONE CALLS on Saturdays. Any phone calls to the surgery are answered by the NHS 111 Out of Hours Service.



What do I do when the surgery is closed and I need a doctor?

When the medical centre is closed and you need urgent medical help which is not life threatening, you need to call the NHS 111 Out of Hours service by dialling '111'; this is free from landlines and mobile phones.

What is the NHS 111 service? This service directs patients to the service that is best to meets your needs taking into account your location, the time of day that you are calling and the capacity of local services.

Call 999 only in an emergency; Chest pain and shortness of breath constitutes as an emergency.

When should I use the NHS 111 Service?

1. When it is not a life threatening situation and therefore less urgent than a 999 call.
2. When you cannot see your own GP because your surgery is closed or you are away from home.
3. When you feel that you cannot wait or are simply unsure of what service you need.
4. When you require reassurance about what to do next.

I am late for my appointment, will I still be seen?

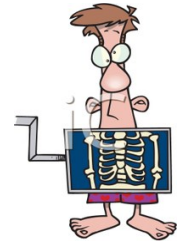
If you are more than 10 minutes late for your scheduled appointment be prepared to be declined to be seen; you may be seen at the discretion of the clinician depending on the time available in their clinic.

I cannot attend my appointment, what should I do?

Always ring the surgery as soon as possible to inform them that you are unable to attend your booked appointment. The surgery can then offer this slot to another patient who needs it. This could be you one day! So please make a quick call to the surgery to inform them you cannot attend. Missed appointments waste valuable clinical time and prevents someone else getting medical attention. It is noted when patients repeatedly DNA (Did Not Attend) their appointments. Figures for DNA appointments at Sydenham House and Musgrove Park for October 2017 were: Doctor appointments: 79, of which 41 were Book On the Day appointments. Nurse & Healthcare Assistants appointments: 143.



I have had tests done, when should I ring for my results?



You would usually be told by the doctor or nurse when to ring for your result, however please remember to call the surgery **after 10.30am** when the reception staff will have more time to be able to deal with your request. Generally blood tests results take between 24-48 hours, X-ray results take 72 hours; MRI and CT results can take between 6 to 8 weeks. Ultrasound scan results vary depending where you had your scan performed.

Patient Participation Group

Do you know about the Patient Participation Group? The PPG is a group of volunteers who act as a communication channel between patients and practice staff; the members are a cross section of the patient population registered at both Sydenham House and Musgrove Park surgeries. The aim of the PPG is to include helping patients make the best use of what their medical practice has to offer them, and we also link up with the other health related organisations in the local area. We are active in passing on information and ideas which may also help improve the practice services.



WE NEED YOU! We are very aware that most people's lives are very busy or due to mobility issues would find attending meetings a difficulty. So we are very keen to start up a **VIRTUAL Patient Participation Group (VPPG)**.

What is a Virtual Patient Participation Group (VPPG)?

The virtual group (VPPG) is for patients who feel they would like to get involved but for whatever reason cannot attend meetings; it may be that you work fulltime, or have young children at home, or you are housebound or have limited mobility; it could just be that you just do not like attending meetings! Your ideas and comments could be of great benefit to the group; if you are interested in becoming a member of our virtual group or want more information, please contact the PPG secretary at the surgery who will pass your details to us. We are interested to hear your ideas.

Doctors at Sydenham House

- Dr C Chintakuntla (m)**
- Dr E Klim (m);** he has an interest in GP Training & Musculoskeletal medicine (joint injections)
- Dr S Reza (f);** She has an interest in Women's Health
- Dr A Thomas (f);** She will be leaving us in December 2017.
- Dr S Usmani (f);** she has an interest in Paediatrics.

Doctors at Musgrove Park

- Dr B Wolde-Amanuel (f)**
- Dr R Menon (m);** he has an interest in minor surgery.
- Dr B Jeyanthan (f)**



- ★ On the internet?
- ★ Visit our websites:



★ sydenhamhouse.co.uk ★
 ★ musgroveparksurgery.nhs.uk ★