

**THE REDCLIFFE  
SURGERY**  
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# The Redcliffe Review Spring Newsletter 2018

## Update on Proposal to move to Violet Melchett

You may have heard we have plans for changing the practice location to a newly developed health and wellbeing centre at Violet Melchett in Flood Walk, Chelsea, SW3 5RR (expected to be at least 2 years away). We have already begun to talk with patients (through our Patient Participation Group, our summer newsletter 2017 and waiting room surveys). At Redcliffe we are strongly committed to talking and listening to patients about our services, and plan to engage patients fully in the coming months on the proposed changes so that everyone has the opportunity to let us know how they feel.

We want to reassure you that the practice is not closing, and all Redcliffe registered patients would automatically move with us to our proposed new base unless you choose otherwise. If you want more information you can go to ([http://theredcliffesurgery.co.uk/resources/content/Files/PDF%20Letter \(1\).pdf](http://theredcliffesurgery.co.uk/resources/content/Files/PDF%20Letter%20(1).pdf)) to read the letter outlining our plans or you can request a hard copy from the practice. We also have a frequently asked questions page on our website to keep our patients as informed as possible.



We believe there are significant benefits for our patients in moving to Violet Melchett in order for us to deliver the best healthcare in the future and would like to assure you that these objectives are and always will be at the forefront of any proposals.

Finally, we can inform you that no formal decision has yet been taken about the proposal to move to the Violet Melchett Centre and this will not happen until after the engagement process is completed and all the views and comments from our patients and interested parties have been considered.

Drs Farrar, Butler and Rees  
The Partners, The Redcliffe Surgery

## Reducing Waste Associated with Repeat Prescribing

North West London CCGs' are supporting the approach to reducing repeat prescription waste. In recent years community pharmacies have increasingly requested repeat prescriptions on patients' behalf. If everything that is prescribed is dispensed, without ascertaining precisely what the patient has and has not run out of, waste would be expected. It is estimated that between a third and a half of medicines that are prescribed for long-term conditions are not used as recommended. In order to reduce medication waste we have had to review our practice's repeat prescribing system.



How does this affect you?

The major change will be getting **as many patients as possible requesting their own repeat prescriptions**. No-one knows what they're running out of better than the patient themselves or their carer. For patients who can use a computer or smartphone, that's likely to be the easiest way to request repeat medicines. For those who can't, the repeat prescription request slip can be used. When the prescription is going to the pharmacy electronically, please ask patients to make sure that they get the repeat prescription request slip from the pharmacy when their medicines are dispensed.

## About Community Living Well

Community Living Well is a service aimed at improving the health and wellbeing of people with mental health needs that are being supported in primary care only, and their carers and families. Wellbeing Services are available to those aged over 16, and currently Clinical Services (Psychiatry, Liaison and Psychological Therapies are available to those aged 18 or over, pending development of 16-18 transition protocol.) The service is open to those who are registered with a GP in the West London CCG area. Community Living Well brings together support from clinical and well-being providers under a single service model providing a more accessible and joined up approach.



## Coughs and Colds

Please use your local pharmacist this Winter for all cough and cold remedies. There are many products that can be purchased over the counter and pharmacists can help with minor ailments such as conjunctivitis, cystitis, impetigo, oral thrush in infants, scabies, threadworm,

Vaginal thrush (there are some exclusions).



The NHS Choices website offers an A-Z dictionary of conditions and treatments. Common conditions, Childhood conditions and NHS Guides

## Practice News

We are sorry to announce that Dr Dean has left the practice on the 2nd February, we wish him well for his future endeavors .

We would like to welcome our new members to the practice team:



Dr Tandon joined the practice on the 8th January 2018, she finished her GP training in August 2017 in Twickenham, and she will be taking over Dr Powell's patients whilst she is on maternity leave.

Sandra joined our team 3 months ago she has a hugely eclectic CV, having spent 12 years at The London Metropolitan Police as an intelligence officer (amongst other roles). She then worked as a teaching assistant with deaf and blind children around London.

Samira is our newest member of the team, joining us from Hackney and City CCG at the end of last month. Samira has 6 years' experience working in general practice as a receptionist .

Rinku started in November in a new role for the practice as a pharmacist he will be dealing with medication queries and doing medication review clinics. He comes from a background in community pharmacy and was previously working at a busy practice in a similar role in Enfield.

## Comments or Suggestions

If you have any further comments or suggestions about the newsletter please email us using the details below.

Email us at [redcliffesurgery@nhs.net](mailto:redcliffesurgery@nhs.net) or visit [www.theredcliffesurgery.co.uk](http://www.theredcliffesurgery.co.uk)