

Akerman Medical Practice

August 2024 Newsletter



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National GP Survey Results Are out

A big thank you to everyone who responded. We will use these results to keep improving our services and ensuring that you get the care that you need, when you need it. You can read through the full response by [clicking here](#).



65% of you found it easy to contact us via phone. Local result: 47% - National result: 50%



55% of you found it easy to contact us through our website. Local result: 44% - National result: 48%



57% of you found it easy to contact us through the NHS app. Local result: 41% - National result: 45%



84% of you found our reception and admin staff helpful. Local result: 80% - National result: 83%



39% speak to your preferred healthcare professional. Local result: 36% - National result: 40%



83% said you knew what your next steps would be. Local result: 81% - National result: 83%



97% of you said our staff had all the information they needed about you during your last appointment. Local result: 91% - National result: 92%



65% felt they waited about the right amount of time for their appointment. Local result: 59% - National result: 66%



85% said the clinician was good at listening. Local results: 85% - National results: 87%



83% said the clinician was good at treating them with care. Local results: 83% - National results: 85%



92% had confidence and trust in the clinician. Local results: 91% - National results: 92%



92% were as involved as they wanted to be with decisions about their care and treatment. Local results: 90% - National results: 91%

Opening hours

Mon to Fri - 8am to 7:30pm

Sat - 9:30am to 4:30pm

For help on a weekend or bank holiday call NHS 111

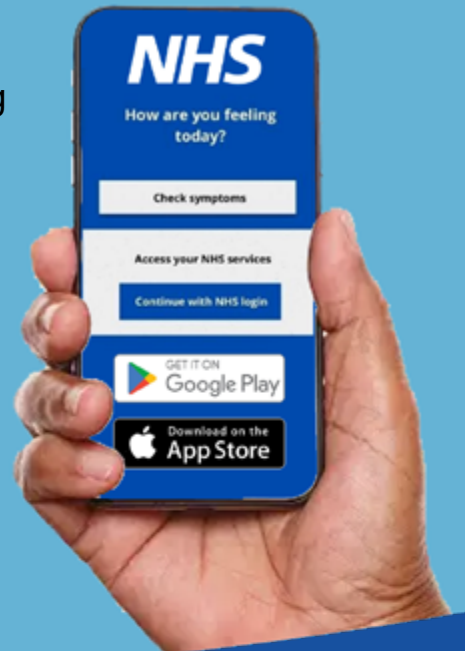
If you'd like further discussion about these results, join us in our next PPG on the 7th of August (invites coming shortly)

The NHS App - Download now!

Take control of your health in your hands by downloading the NHS app and **turning on notifications**. The NHS App gives you a simple and secure way to access a range of NHS services such as:

- Booking and managing GP and hospital appointments
- Ordering repeat prescriptions
- Viewing your hospital records

Download the NHS App on your phone or tablet via [Google play](#) or the [App store](#) or by scanning the QR code.



We're registering new patients



Do your friends or family need to register with a GP? Register them now by visiting [our website here](#), or scanning the QR code to the left.

Guys and St Thomas hospital and Kings College hospital blood and cyber attack update

We continue to face significant challenges in requesting routing blood and urine tests. At the moment only critical and urgent blood test samples are being processed. We do not have a firm date on when we will be able to request routine blood tests. We apologise for the delay and will update you as soon as we have any further information. We are also facing significant delay in receiving test results. X-ray, ultrasound, MRI, and CT scans are not affected at the moment.

Welcome to...

Welcome to our new clinical staff:

Dr Ammar Javed

Dr Anas Ahmed

Welcome to new receptionist Amy who has worked at Moorfield Hospital as part of their admin team.

Goodbye to...

Goodbye to Dr Jackie Masterton who is retiring after 40 years as a GP in Lambeth. She will continue to support the practice on an adhoc basis. We wish her well on her well earned retirement.

Goodbye to Miss Savannah Depass who has left the practice to explore other opportunities.

Do you need your MMR vaccine?

The MMR vaccine is the best way to prevent measles Mumps and Rubella infections. The NHS is offering boosters to all under the age of 50 to improve immunity and reduce the circulation of MMR viruses in the community.

Read more by [clicking this link](#).