

January 2025 Newsletter

Reception Area Changes

We are keen on improving our patient services and have listened to your feedback about our reception area.

You said:

- the reception desk is not very private
- when reception staff are taking a call from a patient they are aware of other patients waiting at the desk for them to finish the call and often overhearing the conversation
- it is difficult for patients to tell staff about personal problems when a patient is standing in close proximity behind them

We did:

- We have now established a queuing system. Patients will be asked to wait by the sign that says 'PLEASE WAIT UNTIL YOU ARE CALLED'. This will give the reception staff the privacy they need to complete their telephone conversation with a patient before tending to the next patient.
- If your problem is very personal or you need to talk about something you cannot discuss at the reception desk, please hand one of the pink plastic cards available at each station to the receptionist. The receptionist will ask you to take a seat and then arrange for you to speak with someone in a more private space.

Reminder!

This is a gentle reminder that all specimens must be handed in to reception between 8am and 2.30pm every day to ensure they are in time for collection. Failure to meet the 2.30 pm deadline will result in your specimen being discarded and you will need to provide another specimen. Please ensure your specimen is correctly labelled and has the necessary paper work provided with it.



Inside this issue

- Reception Area Changes
- Specimen Collection Reminder
- Postnatal and Baby Check Clinic
- No Clinical Pharmacist during February
- Introducing our new Clinical Pharmacist
- Say 'No' to Lambeth Council's CPZ Proposal

Introducing our new Postnatal and Baby Check Clinic

My name is Monique Joseph and I am a qualified Midwife. I am looking forward to joining The Old Dairy Health Centre team every Friday from mid-February. I will be contacting all our new mums to invite them in for their postnatal checks and organising their 6-week baby checks and first immunisations.



No Clinical Pharmacist For February 2025

Unfortunately we do not have a Pharmacist currently – Sarah Garrett has left our team and our new Pharmacist does not join our team until 3rd March – please see his brief introduction below.

This means that our doctors are having to deal with repeat prescriptions as well as their daily work so you may need to wait the full 48 hours for your prescription to be issued. You can help by ensuring you request your medication in good time.



Our New Clinical Pharmacist

My name is Zubair and I will be joining the team at The Old Dairy Health Centre from 3rd March 2025. I have over 14 years of community pharmacy experience and I recently qualified as an Independent Prescriber. I am eager to bring my expertise to the surgery team for this clinically focused role. My passion lies in improving patient outcomes by applying evidence-based prescribing and providing tailored care.

Say 'NO' to Lambeth Council's 12-2 pm Controlled Parking Zone Proposal

Lambeth Council is pushing a 2-hour Controlled Parking Zone (CPZ) in a **third** consultation, trying to overturn the overwhelming rejection by locals in 2024 (88.9%).

How will this affect our patients? This will mean that our patients will not be able to park on Croxted Road to access the surgery, the pharmacy or Tesco's between 12 pm and 2 pm every day.

THE DEADLINE FOR VOTING IS 9TH FEBRUARY 2025 SO VOTE TODAY BY SCANNING THE QR CODE BELOW OR FOLLOWING THE LINK:

<https://consultation.appyway.com/lambeth/order/1c8d6747-0750-40ff-b14c-787671b54b2c>

- Click on the blue 'Respond to Consultation' box in the bottom right-hand corner of the screen.
- We strongly recommend you select option 5 'I wholly object to this proposal' for the following reasons:
 1. There are no parking problems in West Dulwich. This is about revenue generation
 2. Only 5 "Wholly Object" opposes the CPZ - Options 1-4 support it.
 3. Financial burden during a Cost of Living Crisis – you'll need to cover parking for carers, tradespeople and visitors.
 4. A CPZ could cause increases in pollution locally
 5. The CPZ ignores School Run issues – the issues around school pick up and drop off will still remain

PLEASE SCAN ME TO VOTE:

