



Check out online consultation tools

We are encouraging patients at 18 GP practices across Lambeth to check out new online consultation tools and then let us know how you got on. Was it a simple process? Did you get the outcome you wanted?

The tools are part of Lambeth Clinical Commissioning Group's one-year funded pilot to support patients to manage their own health. These online tools complement traditional forms of consultation such as telephone appointments with patients at home and use of e-mail for clinical advice, allowing the GP to see patients that need the most care.

The tools

- **eConsult** – enables patients to self-check their symptoms by answering a series of questions, which may result in a clinician appointment or being signposted to other services, e.g. pharmacies, 111.
- **iPlato** – enables patients to access and book appointments with their GP by linking to Patient Access online service.
- **Ada** – signposts patients to medical advice. The app advises the best course of action for the patient based on six possible outcomes. The app does not connect to the practice and it relies on the patient to seek the right support.

GP practices taking part in pilot phase

eConsult

Clapham Park
Valley Road
Brixton Hill
Lambeth Walk
Stockwell
Clapham Family

ADA

The Exchange
Springfield
Herne Hill Road
Old Dairy Health Centre
Grantham Centre
Brockwell Park

iPlato

Streatham Common
Crown Dale/ Tulse Hill
Knights Hill
Vassall Medical Centre
Waterloo

We are keen to hear your experiences, please contact Network staff at info@lppgn.org.uk or call 020 7326 1586 and tell us more.



Nominate a local health and social care hero

Do you know a doctor, nurse, porter, receptionist, midwife who adds something special to the care you receive?

Or maybe there's a person or team who have helped you set up services that you couldn't do without? Perhaps you know an unpaid carer that goes the extra mile?

If yes, why not get their hard work recognised and nominate them for a Lammy Award. The Awards have been set up by NHS Lambeth Clinical Commissioning Group (CCG) and there are nine categories including The Outstanding Contribution to Primary Care Award, Unpaid Carer of the Year and The Putting Patients First Award for healthcare professionals.

The closing date for nominations is 31 July 2018 and the Lammy Awards ceremony will take place on the afternoon of 5 September 2018 at the Kia Oval, London, SW11 5SS.

Visit the CCG website (<http://www.lambethccg.nhs.uk/news-and-publications/Pages/Lammy-Awards.aspx>) for details and nomination forms.



The 'Before I Die...' tent

The [Advance Care Planning consortium](#) which we are part of, are holding a "Before I Die" tent at the Lambeth Country show, Brockwell Park, SE24 on

Saturday 21 and Sunday 22 July.

The tent will provide a space for community discussions, activities and information about how people would like to be cared for at the end of their lives or when they are unable to make or communicate their own decisions.

There will be a range of Advance Care Planning tools available, for example advance statement and lasting power of attorney as well as Ask-a-GP sessions and death cafes.

Why not go along, join the discussion and pick up information to help you now or in the future.



Changes to Clapham Family Practice

The Clapham Family Practice has merged with Dr Santamaria and Partner Practice.

The Primary Care Team at NHS Lambeth Clinical Commissioning Group states patients will continue to be able to book appointments with a GP of their choice if they wish to do so.

The practice will remain on two sites, known as the Clapham Family Practice, 89 Clapham High Street, London SW4 7DB and Clapham Family Practice at Manor Health Centre (MHC), 86 Clapham Manor Street, London, SW4 6EB.

If you have any questions about the merger contact either Sarah Nunn, Patient Services Manager at sarahnunn@nhs.net or Nese Merzell, Operations Manager, Nese.Merkell@nhs.net.

For further information visit the practice website at <http://www.claphamfamilypractice.com/>



Lambeth
Patient
Participation
Group
Network

Network-wide LPPGN meeting: Have a conversation with King's

Wednesday, 18 July 2018, 6pm – 8pm

336 Brixton Road, London, SW9 7AA (registration from 5.30pm)

Come and have a conversation with King's College NHS Foundation Trust patient experience and engagement team

King's is one of our major hospitals and provides vital services to Lambeth patients residents. They want to share how they work with your GP practice and hear your valuable experience and feedback of their services and how they can improve.

Call the Lambeth Patient Participation Group Network staff to register your attendance by calling: **020 7326 1586** or text **07427 873090**.

Light refreshments will be provided.