



New online booking system

Last year we introduced a new way for patients to request an appointment here at Claremont Medical Centre. This can now be done through our website www.claremontmedicalcentre.co.uk. This new system generates an appointment request which is then triaged by a GP on the same day who will determine whether the appointment needs to be face to face or whether a telephone consultation is more suitable and also how soon the patient needs to be seen / contacted.. This helps patients get the correct treatment in the best possible way and has proved a success with many of our patients. For patients who do not have internet access they can still request an appointment on the phone or by walking into the surgery.. The online appointment booking system is open from 7.30am to 10.30am Monday to Friday and outside of these hours if you need to book an emergency appointment you would need to call the surgery.




Saturday Opening

Claremont Medical Centre is open most Saturday mornings for pre-booked appointments with a GP. These appointments must be booked in advance through our website or through reception. There will be no nursing procedures or walk in services available.



DNA's

Did you know we had 141 patients not attend a booked appointment last month which equates to 23 hours of lost GP / nurse appointments which could have been used by someone else. Please remember to cancel your appointment if you are unable to attend.





PPG Patient Participation Group

Are you aware that the practice has a group of patients who contribute some of their time to the development of the practice and the services we offer. If you would like to join the group and be involved in the ongoing development and improvement of the practice then please visit our website to fill out a



Goodbye and Hello

Sean, one of our receptionists recently left us to take up a new career in web design closer to his home and Michael, another of our receptionists will be leaving us mid August to go to University. We will miss them and wish them well for the future. Debbie will be returning to Claremont to cover some of our reception shifts and we are also in the process of re-cruiting another receptionist.



NHS Health Check

The NHS Health Check is a health check-up for adults in England aged 40-74 designed to spot early signs of stroke, kidney disease, heart disease, type II diabetes or dementia. If you're aged 40-74 without a pre-existing condition, including Cardiovascular Disease, history of Stroke, Hypertension, or Diabetes, you are entitled to this check every 5 years. To book an appointment, please visit our website.



Are you a Carer?

A carer is someone of any age who provides unpaid support to family or friends who could not manage without this help. This could be caring for a relative, partner or friend who is ill, frail, disabled or has mental health or substance misuse problems. *Kingston Carers' Network* (KCN) is a local registered charity, providing independent information, advice, advocacy and support to people who care for someone living in the Royal Borough of Kingston upon Thames. They support carers of all ages, including young carers aged 5 to 18.

For more information please speak to a Receptionist.



Are you worried about your memory?

Have family or friends mentioned that they are worried about your memory? If so, we run special clinics here at Claremont with a memory nurse. Please give your name to reception if you think this will help you.



Autumn Covid-19 Boosters

In Autumn 2022 Covid boosters will be offered to:

- ◆ Residents in care homes for older adults and staff
- ◆ Frontline health and social care workers
- ◆ All those 65 years of age and over
- ◆ Adults aged 16 to 64 who are in a clinical risk group.





How to spot a dangerous skin lesion

By Dr Kochhar

With more awareness of skin issues and the move to make early diagnoses we are seeing more and more skin lesions in Primary Care.

There are literally Thousands of named skin conditions and the differences between them are so subtle that only a specialist histopathologist can even name them, but in general we divide skin lesions into 3 main types:

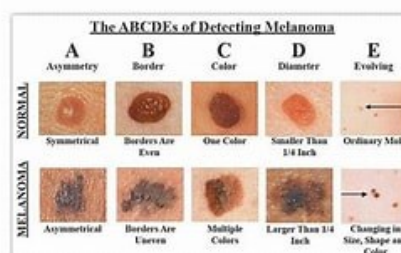
1. Inflammatory causes (eczema, psoriasis, Dermatitis, acne, rosacea lichen , bullous disorders, urticaria/hives etc)
2. Infective causes (Papillomas/Warts, folliculitis, impetigo, viral rashes, meningitis, fungal infections etc)
3. Tumours (which means a swelling which are usually benign but in general people associate with cancers) Such as Naevi, Sebaceous hyperplasia, Seb Keratoses, Actinic keratosis, Kaposi sarcoma, Basal cell and Squamous cell carcinoma and Melanomas etc

A revolution has occurred in Skin lesion Diagnoses in the last 10- 20years especially in the Diagnoses of early Skin cancers with the introduction of Dermatoscopy. These amazing hand held device are now the indispensable devices for ALL dermatologists and any GP who specialises in Skin Diagnoses. Claremont Med Centre was a very early adopter of Dermatoscopy in Kingston and possibly one of the first in London, as Dr Kochhar started doing Dermatoscopy initially in 1999 when he was working in a GP in Australia in the Outback. In the last 10 years we have been instrumental in getting an incentive scheme to encourage more GPs in the local area to train in their use and we are lucky to have three Clinicians trained in Dermatoscopy at Claremont alone.

The most feared of all the skin conditions is Malignant Melanoma. The earlier this is picked up the better. It is interesting to note though that Melanoma is not in general associated with sun exposed areas but UV exposure does have some impact and melanoma is more common in fair skinned people and yes in darker skinned people it is more associated with the feet and hands (as their risk is much less for the rest of the body). It is worth noting that most melanomas appear out of the blue in areas not usually exposed to that much sun. Apart from fair skin the other main risk factors are having many moles (over 50- 100) , a personal or family history of melanoma, being on immune-therapy, having a large hairy congenital (from early childhood) mole, and getting older is a risk factor. Lifetime risk of Melanoma in the UK is 2-3% but slowly rising

So what should you look for :

There has been a lot of speculative advice on what to look for. The ABCDE rule is still mentioned a lot and it can be a useful guide (see picture below). However, it is not good practice to wait until a mole is so big before worrying as we really want to try and predict things earlier.





So here are the most useful things to look out for and if worried consult with your GP:

1. Be most vigilant for any NEW Pigmented lesions. Any mole present for a few years which has not changed is v unlikely to become malignant (risk of 0.0027%). However, if a mole is only a few months old or not noted before then it is classed as new
2. A family History of melanoma or having multiple moles (over 50- 100 moles) then be more mindful of changes to moles, and if worried come for an initial consultation.
3. An “Ugly Duckling”. Ie a new mole that looks v different to your usual mole pattern
4. The most useful changes to look out for are:
 - (a) Dynamic changes such as growth and changes in a mole
 - (b) More than 2 colours in a mole, especially addition of pink with brown or blue-white or white hazy or chaotic colouring
 - (c) Imagine cutting the mole into 6 pizza slices and if one or two slices are v different architecturally than the other 4 or 5 slices then it needs checking
 - (d) Any mole that appears hard/nodular
 - (e) New (not traumatic) pigmented lesions on feet and hands and on Nails

Moles that have Symptoms such as bleeding or scabbing have usually been traumatised but it is worth having a discussion with a GP about them especially if no obvious trauma.

Stay healthy. Keep Sun Protection High as other Skin cancers (such as SCC and BCC) are most definitely associated with too much UV/Sun exposure, Keep skin hydrated and if in doubt have a consultation with one of our friendly and professional GP's.





Patient Feedback

We always welcome patients feedback as this is the best way for us to improve patient care. Therefore if you have any suggestions / comments / complaints please let us know so we can continue to provide the best possible service to all our patients here at Claremont. Thanks



Celebrity Mash-ups

Can you work out who these celebrity mash-ups are? Answers will be in the next Patient Newsletter.

