

# GROSVENOR HOUSE SURGERY

The Newsletter of Grosvenor House Surgery

March 2023

Welcome to the March issue of Grosvenor House Surgery Bulletin, to keep you informed about any changes to the ways in which the Practice operates.

We are always keen to encourage more patients to be part of the practice PPG (Patient Participation Group) we want to hear your views. If you are interested contact the practice via email at [ppg.grosvenorhousesurgery@nhs.net](mailto:ppg.grosvenorhousesurgery@nhs.net) or via [www.grosvenorhousesurgery.nhs.uk](http://www.grosvenorhousesurgery.nhs.uk).

**We're here to help the Practice deliver the best possible Primary healthcare  
If we all work together, it will work better!**

**Practice News** You are now able to register at the practice online. We have also introduced Digitalised service where now you can register via our website.

- The Practice website is updated with clear information to patients about their registration options and the NHS URL provided nationally is clearly displayed.

[Appointments - Grosvenor House Surgery \(practice365.co.uk\)](http://practice365.co.uk)

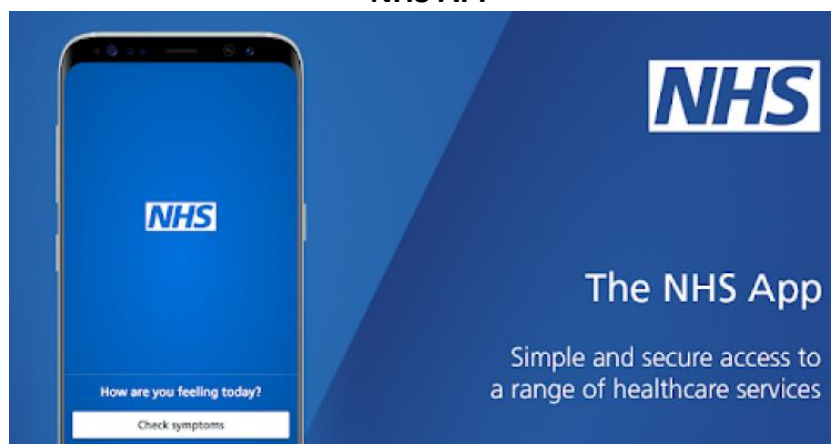
Download two apps onto your smartphone: NHS app & Airmid



[NHS App and your NHS account - NHS \(www.nhs.uk\)](http://www.nhs.uk)

- Support webpage: <https://www.nhs.uk/contact-us/nhs-app-contact-us>

## NHS APP



## PRACTICE MANAGEMENT

The Management team are undergoing some changes and restructuring.

Christine, Ann, and our Admin Team are here to assist you and will try to deliver the best service to our patients.



### The Extended Access Hub

Florence Road Surgery has been nominated by South Central Ealing Primary Care Network (PCN) to be the host practice of the extended access hub.

The main difference between the old HUB service and the new PCN service will be that the new service will only be available to Patients of our 5 PCN Practices only (rather than all 76 Ealing CCG Practices). This will increase patient access to the Extended Access service, improve the appropriateness of booking and encourage closer integration of the PCN. We are able to offer you to speak with any available clinicians by telephone.

The new core hours of the new Extended Access:

Monday – Friday 6.30pm – 8pm

Saturday 9.00am – 5pm

### Appointments

From 1<sup>st</sup> April the GPs will be working a new appointment system. This will allow patients to book either a face to face or telephone consultation up to 4 weeks in advance for non-urgent problems. Please do not book more than one appointment at any one time. We have advised reception not to allow this.

You will also still be able to use eConsult via the NHSapp or practice website. Please do not use eConsult for **urgent** problems.

If you have an urgent problem, then a GP will telephone you on that day and if necessary arrange a face to face appointment to see you. Please be aware that the Practice now has a number of additional staff working with us, and your problem may be better addressed by one of them. For example; we have a large clinical pharmacy team for medication issues, a Physiotherapist and a Social Prescriber. Reception may signpost you to one of these if appropriate. Please help us to help you.

### COVID

#### Information for family, friends and carers

Supporting your family member, relative or friend following their COVID illness can be challenging. You may be providing emotional and physical help in addition to all your other responsibilities. This can be a very stressful time for you both and we hope the information within this link will offer support. <https://www.yourcovidrecovery.nhs.uk/>

### THE APPOINTMENT ACCESS

#### HOW IT WORKS AND WHO TO CONTACT IF YOU HAVE A PROBLEM

It was clear from the Patient Satisfaction Survey that patient access to the practice has improved. Patients are able to contact the practice and book their appointments easier than before.

## BEAT THE QUEUES

Fed up with waiting on the phone or in a line? If you can, go on-line!

Access your information fast and leave the phone lines to people who need them!

