



WEST4GPs



Summer Edition Newsletter 2023

Practice News

Dear Patients,

We hope you are all well and staying safe in this warm weather. We have realised it has been some time since we provided you all with an update and a seasonal newsletter. Please read and enjoy this newsletter for updates about the practice, our staff and services.

In recent months before the move we have welcomed new members to our clinical team. We welcomed 3 new salaried GPs: Dr Young, Dr Brilliant and Dr Freemantle who have become an asset to our doctoring team.

The rest of the team at West4 are still here and working hard behind the scenes to provide you with the best care we can.



The Relocation

As you are aware the practice moved on the 17th April to the new centre in Stamford Brook. This new centre holds all 3 previous GP practices as well as community phlebotomy, podiatry, physiotherapy, audiology and counselling.

The move will be for approximately 2 years whilst our old health centre is knocked down and a brand new, modern, shiny one is built.

Our new address is: 14-16 Stamford Brook Avenue, London, W6 0YD



Things to note at the Practice

There is **NO parking** for patients at Stamford Brook – but this is no different to the old location. There is pay and display on the main road but the health centre grounds are private property and is used for residents and doctors/staff. The road is easily accessed via the 94, 272 and 237 buses, with the Piccadilly line serving the station nearby also.

When coming to collect private forms, insurances, letters or anything that requires payment, please ensure you have the **exact cash amount**. We often do not have change at the practice. We are in the process of obtaining a card machine to make these payments easier for all.

All appointments for **West4 are on the second floor** – apart from those with our phlebotomist Karen which is on the ground floor. Our reception team will ensure you are directed correctly.

When arriving for your **blood test** please ensure you are on time! There is a **strict 5minute late policy** whereby if you do not arrive within this time you will not be seen by the phlebotomist.

[Please see the following page for how to order your prescriptions and book appointments.](#)

WEST4GPs

Prescriptions/Ordering Medication

If you require a **repeat prescription** of an item that appears on your list, then please use the online service or bring your repeat slip to the surgery. Online is quicker and easier and can be done following the steps below:

- Go to SystmOnline
- Enter your login details. If you need these reset because you have forgotten them then please send us an email to west4gps@nhs.net or call reception and we can reset for you
- Once logged in click Request Medication
- Tick the boxes of the medication you would like to order
- Press Continue



Please note the online service is only used for items, quantities and doses that appear on your repeat list, and is not for repeat dispensing. If you would like to request something that does not appear on your repeat list, you will need to complete a Patchs request or book a call with a GP.

For **contraception or HRT** medication, please complete the relevant form found on our west4gps website on the Prescriptions page. NOT on Systmonline.

For **medication reviews** please use the online service or bring your repeat slip or written note to the surgery.

For online, login to Systmonline and go to Request Medication. Under your list of medications there will be a Custom Request box, please tick this and then type in the free text box that you need review. If you do not need all your medications, please state the name of the medications you require.

Note we do not take requests over the phone.

Please **allow two full working days** for your prescriptions to be completed.



Appointments

You can book appointments with the GP via reception. The team will offer a routine or urgent appointment depending on your request and subject to our availability. Please note that most of our appointments with the GP are still via telephone in the first instance. Requests must be triaged by the doctor first who can then decide if you then require a face to face appointment or not. When calling our reception team, you will be asked the nature of the appointment and if it is urgent/emergency, please be assured this is needed for the doctors to triage and not us being nosey!



All nurse and HCA appointments can be booked in advance and you can do this by calling reception or at the desk. Blood test appointments are done with our phlebotomist Karen, but if more tests/examinations are needed then it will be with one of our HCAs instead.

PATCHS Consults

PATCHS can be found on our website and is used for **non-urgent** GP requests/queries, appointments and medication that is not on your repeat list. These are limited availability daily to ensure safe practice and timely and effective responses to the patients.

Out of Hours (OOH)

On the days the practice is closed, or no appointments are available please call 111 or visit your nearest urgent care centre or A&E if urgent.