



WEST KENSINGTON

GP Surgery

Sept 2024
Volume 1



NEWSLETTER

Launch of Newsletter

- Our PPG (Patient Participation Group) recently suggested that patients would be interested in having a regular Newsletter (quarterly) with information and updates about West Kensington GP Surgery (WKS). This is the 1st edition and we would welcome other suggestions and ideas about what patients would be interested to read about in future editions. If you have any suggestions, please use the comments page on our website:
www.westkensingtongpsurgery.nhs.uk

Recent Developments at West Kensington GP Surgery (WKS)

- We are delighted to announce that Dr Monica Singh will be joining WKS on 6th September. She is a local GP with over 20 years experience.
- For patients who are unable to complete a Patches online form a new service is available for completion on the telephone. To access this service call the main surgery number (02076037563) and press Option 2 where the system will guide you through the process.
- We currently have a number of highly skilled ARRS staff (additional roles) which some patients would benefit from seeing. If patients complete a Patches submission in the normal way they may be directed to one of these staff where appropriate. These include:
 - ⇒ Clinical Pharmacists (medication reviews, routine clinical work)
 - ⇒ Podiatrist (issues with feet)
 - ⇒ Dietician (weight management, diabetes)
 - ⇒ Paramedic (home visits)
 - ⇒ Social Prescribers (non clinical issues where patients need additional support)
 - ⇒ Specialist Diabetic Nurse (Diabetes management)

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West Kensington GP Surgery

Milson Road Health Centre
1-13 Milson Road
London
W14 0LJ

Phone: 020 7603 7563

Opening Hours:

Monday to Friday - 8am-6.30pm
Saturday & Sunday - Closed

West Kensington GP Surgery

West Kensington GP Surgery is a small-medium sized practice located in Milson Road Health Centre.

There are three GPs: Dr Skinner (m), Dr Ahmad (f) and Dr Singh (f) with a list size of approximately 5800 patients.

West Kensington GP Surgery takes pride in being a small and friendly practice, offering the best possible service to patients without compromising the personal touch.

Best Times To Get Through To The Surgery

We have recently been conducting some Data Research to monitor peak workflow. We have worked hard to adjust rotas to ensure the best patient experience and the reception team aim to answer calls within 3 minutes. Patients are now also offered the option of a callback where a call has not been answered after 3 minutes.

If your call is regarding a routine, rather than urgent matter, the call volumes are generally highest all day on Mondays and each day between 8-10am, 12-2pm and 5.30-6.30pm. If you are able to call outside these times it may be quicker to get through.

All patients will be asked wherever possible to complete an online Patches consultation form or Patches Telephone Assist consultation form. The Doctors find this information invaluable in deciding on the most appropriate next steps. This may be a GP face-to-face appointment, GP telephone appointment, a message asking for further information or requesting tests, an appointment with the Advanced Nurse Practitioner, Practice Nurse, Healthcare Assistant or member of the ARRS team (as highlighted on the 1st page of this Newsletter).

PHARMACY FIRST SCHEME

See below a list of local pharmacies offering a WALK-IN service (including antibiotic prescriptions) for earache, impetigo, infected insect bites, shingles, sinusitis, sore throat, and UTIs. Contact a local pharmacy about the "Pharmacy First" scheme for immediate care today.

UTI (16-64),
Shingles (18years+)
Impetigo (1 year+)
Infected insect bites (1 year+)
Sore throat (5 years+)
Sinusitis (12 years+)
Acute Otitis Media (Earache) (1-17 years)

HEALTHSIDE PHARMACY - 90 Shepherds Bush Road, London W6 7PD Tel: 020 7603 2763

FARO PHARMACY - 16 Swanscombe Road, London W11 4SX Tel: 020 7603 9226

GLOBE CHEMIST - 8 Kings Parade Askew Road, London W12 9BA Tel: 020 8740 9899

HAMMERSMITH PHARMACY - 109-111 Fulham Palace Rd, W6 8JA Tel:020 8748 6458

NORTH END PHARMACY - 100A North End Road, London W14 9EX Tel: 020 7381 5635

FITNESS FUEL & PHARMACY ON WHEELS - Goldhawk Road 86, London W12 8HD
020 8740 5555 (only impetigo, infected insect bites, Shingles, Sinus infection, Sore throat, UTI)

BOOTS PHARMACY - 198-200 Fulham Palace Rd, London W6 9PA Tel: 020 7381 8651

GREEN LIGHT PHARMACY - 228 Uxbridge Road, London W12 7JD Tel: 020 8743 1320