

NEWSLETTER FOR PATIENTS OF

# CHISWICK MEDICAL PRACTICE

Welcome to the first edition of the Chiswick Medical Practice newsletter. this newsletter aims to keep our patients updated about the practice and local services.



GP Partners include: Dr Preethi Venkatesham (f) Dr Richard Drewry (m) Dr Shantha Sethurajan (m) Dr Gabriella Muallem (f)

As of 1st of April, Wellesley Road, Grove Park, and Chiswick Family Doctors surgeries successfully merged to form the Chiswick Medical Practice.

**'This merger seeks to improve access for all our patients and offer equitable access for all our patients and to improve outcomes.'**

## The hub

The hub is a GP led service that started in September 2023 that aims to prioritise and manage requests for patients who have a new health problem or a problem that has got worse. Using a digital platform called Klinik our team is able to ensure that patients are seen based on their health needs rather than the first come first served appointment system we had previously.

This ensures patients get seen by the right person at the right time and that we are able to manage demand in a better way for patients.

If you need to access this service there is a form on our website or if you are unable to complete a form please call us or come in and we will complete for you.

## Facts and figures on the hub

1. Our team have reviewed 6319 patient cases
2. Patients of all ages have accessed the service
3. We have not capped demand for the service meaning everyone needing help has received an offer

## Any Ideas?

Join our Patient Participation Group and have your say in practices. Simply complete the form available on our website



A bar chart showing all age groups accessing the Klinik system

## WHAT'S ON?



There is a gardening session that runs **every Thursday 11.00 Grove Park Site**. It seeks to create a space where patients can avoid loneliness or isolation. Please join us if you wish to have a coffee and chat and enjoy our lovely garden

## Travelling soon?

Check the vaccinations you need on [Fitfortravel.nhs.uk](https://fitfortravel.nhs.uk) and if you need vaccines contact your pharmacist or GP practice nurse



## Pharmacy treatments

The seven types of case that can be seen by pharmacies in the NHS Pharmacy First service



Clinical pathway	Age range
Acute otitis media*	1 - 17 years
Impetigo	1 year+
Infected insect bites	1 year+
Shingles	18 years+
Sinusitis	12 years+
Sore throat	5 years+
Urinary tract infections**	Women 16 - 64 years

\*Also known as ear infection

\*\*Uncomplicated cases only

**PHARMACY FIRST** - Get help from a professional faster - avoid waiting for a GP appointment by going straight to a pharmacy if you suspect you have any of these conditions

### GP PRACTICE FACTS:

DID YOU KNOW WE GET AROUND £132 PER PATIENT A YEAR TO DELIVER SERVICES?



DID YOU ENJOY OUR NEWSLETTER?