



Wellesley Road Site



Grove Park Site



Chiswick Health Centre Site

Welcome to the latest edition of our Newsletter! This newsletter is for patients of Chiswick medical Practice and aims to keep you updated with our newest developments. Thank you for being part of our community—we hope you find this newsletter both informative and inspiring.

Flu season is here!



Eligible patients will receive a mobile link to book your flu vaccine at our clinics, including Saturdays, October 5th and 12th. If you don't have a mobile, we'll call you to schedule, or you can visit us in person. For eligible children, you can book appointments during half-term; details coming soon.

Bringing Services back to Chiswick

As a practice, we believe that managing health conditions should not rely solely on medical interventions; our goal is to promote holistic well-being.

With this in mind, we've made dedicated efforts to bring a range of special services to Chiswick. Through ongoing collaboration with providers like Lampton Leisure, MoreLife, BeeZee, and Speak Out as part of Healthy Hounslow, we're pleased to offer these valuable resources to all our patients.

Gardening Workshops

Join us for a relaxing gardening session with a visiting Groundwork community gardener. Whether you're a beginner or a seasoned gardener, everyone is welcome. Come have a cuppa and enjoy your local green space.

Chiswick Medical Practice
Grove Park Surgery
95 Burlington Lane
W4 3ET
10am - 12pm

25th July
29th August
26th September
31st October
28th November

To see more of our events & to become a champion scan the QR Code here

www.hounslow.gov.uk/environmentalchampions

London Borough of Hounslow **ENVIRONMENTAL CHAMPIONS**

email us for more info : hounslowenvironmentalchampions@groundwork.org.uk

Weight management at Chiswick Medical Practice



We recently kicked off our first session with BeeZee, where many patients signed up for their 12-week weight management program.

In the near future, we'll be offering a variety of activities, such as Health Walks, Otargo (chair based exercise), Health Coaching sessions, and Smoking Cessation Clinics in partnership with Healthy Hounslow & look forward to your active participation.

Introducing PCSP

(Personalised Care and Support Planning)

Chiswick Medical Practice is excited to launch a new approach to patient care called Personalized Care & Support Planning, designed to transform how we support patients with long-term conditions. This innovative approach puts you at the heart of your care, giving you a more active role in managing your health. By tailoring healthcare to your unique needs, preferences, and circumstances, we aim to ensure your care plan truly reflects what matters most to you.

The process will involve an initial appointment with a Health Care Assistant or Nurse for tests and checks, followed by a consultation with a General Practitioner, Physician Associate, Nurse, or Pharmacist, depending on your specific condition.

What's a Long Term Condition?



A health conditions needing long-term management, often incurable but manageable with treatment and lifestyle changes. Examples include diabetes, asthma, COPD, heart disease, and arthritis. We aid in managing these through personalized care plans, regular monitoring, and support services.

Improving Patient Experience:

Key Feedback and Our Response

Since May, we gathered valuable feedback from our patients, which has helped us understand both the strengths and areas for improvement in our services. While we've seen a steady flow of positive comments and a drop in negative feedback, some key issues around phone access, clinician roles, and text reminders were raised. In response, we've taken steps to enhance communication and streamline our services. Below is a summary of these concerns and the actions we've taken to address them;

1 Phone Access

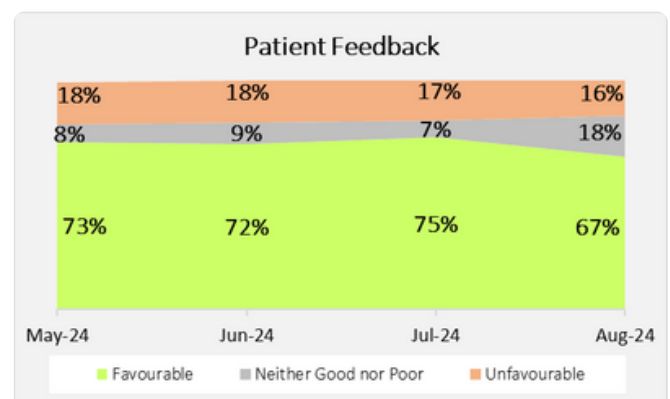
We're adding more staff during peak hours and monitoring call data to improve phone response times.

2 Clinical Role Clarity

New name badges, door signs, and text messages will clarify clinician roles. Training staff to better inform patients.

3 Accurate Recalls

We've updated care searches to ensure only patients due for checks receive reminders.



Announcement

Following patient feedback, from 1st October, we are switching our online consultation software from 'Klinik' back to 'Patches' (North West London preferred supplier). How you access our services will remain the same for all new health problems or problems that have gotten worse via the Patches link on our website or through text. Patches offers enhanced support for patients with impairments, anxiety, non-English speakers and if you are unable to complete the form yourself, a member of our team will complete it for you. Use the NHS app or Patches login to access services.