

PATIENT NEWSLETTER

JANUARY 2025 EDITION 4



Chiswick Medical Practice

WWW.CHISWICKMEDICALPRACTICE.CO.UK



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.

Happy New Year

We are still offering flu, shingles, pneumococcal and RSV vaccines

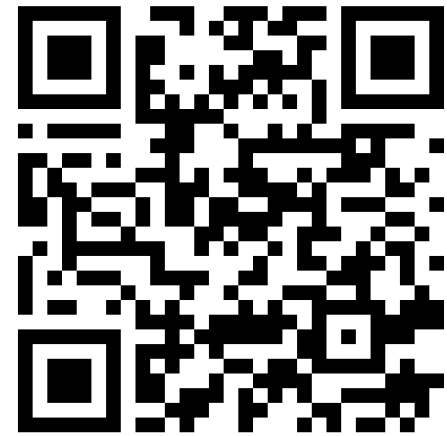


Eligible patients will receive a mobile link to book your vaccine or call us to see if you are eligible and to book.



Patient Survey and action plan for improvement

To help us ensure we are delivering the best possible care, we are running a patient survey to understand from you where we can improve. The survey was designed by the patient group committee and the practice and information from this survey will be used by the Practice and the patient group committee to co-design an action plan for improvement. We will publish results on our website and via our newsletter by early March 2025.



To complete a survey please scan the QR code

We have already received over 800 responses and so far, one of the main feedback is difficulty getting through to us on the phones. In response we have given patients the ability to message the practice for administrative queries via their System 1 online account.

Our Chiswick Health Centre Site is moving back to Fishers Lane, just off Chiswick High Road from March 2025



We are excited to announce that our Chiswick Health Centre site currently located in a temporary site at Stamford Brook will be moving back to its new and permanent home just off Chiswick High Road from March 2025.

All patients registered at our practice can use any of our sites.



Specialist clinics

Coils, implants, minor surgery and menopause

We offer a number of specialist clinics at Chiswick Medical Practice including women's health services. Dr Gabby Muallem is the Women's Health Lead and fits coils. You can book an appointment by calling the practice.

There are also minor surgery clinics which can be accessed through a referral from your GP or clinician. Cysts, skin lesions, lumps and bumps and joint injections are among the different conditions we can treat. Dr Richard Drewry is our Minor Surgery Lead.

Meet our team

Spotlight on Dr Maria Caballero

Dr Caballero has been a GP in Chiswick for over 20 years, working originally at Wellesley Road and now across Chiswick Medical Practice. Dr Caballero is the practice lead for LGBTQ and also specialises in menopause.



How to complain



We recognise that sometimes things can go wrong and patients may wish to complain. We take all complaints very seriously. Patients can expect

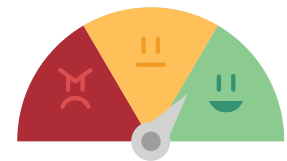
- An acknowledgement in 3 days
- A full and thorough investigation
- Remedies and an apology
- A investigation report in 30 working days
- A commitment that your complaint will be kept confidential and will never affect the care you receive from us.

You can e mail us at nhsnw.patientexperience.cmp@nhs.net

Improving Patient Experience:

Key Feedback and Our Response

We are always reviewing patient feedback and complaints that come in and offer remedies for improvement. Key improvements this quarter include:



1 Phone Access

This still remains a problem however improvements have been seen with patient callback and we have now added an option for patients to message via their system 1 online account

2 Information on the Practice not clear

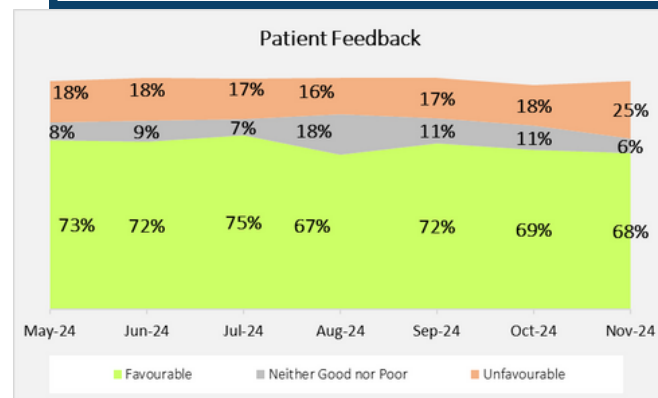
We have designed a new practice leaflet with key information to help patients understand how to use our services. The leaflet can also be downloaded from our website.

3 More blood appointments

We are delighted to say that we will have 3 HCAs starting working from January in addition to our team. One is an existing reception staff member who has been trained and the other 2 are refugee doctors working as HCAs while they convert their medical degrees.



We have reached 100 google reviews! 4.7 stars



Pharmacy First Video Consultations

There are a number of conditions that can be treated as part of the Pharmacy First Service including earache, impetigo, infected insect bites, shingles, sinusitis, sore throat and uncomplicated urine infections. (check our website as some exclusions apply).

Patients can attend their local pharmacy or book via Klinik our online consultation system a video consultation. This service is available to all our patients.