

Shirland Medical PPG Newsletter August 2022

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Check out our GP Patient Survey Results 2022

Click on the link below to see our results:

[Shirland Medical General Practice Patient Experience Results](#)

Welcome to Dr Louise Colley

We are very pleased to be welcoming Dr Louise Colley to the practice as a permanent doctor. Dr Colley has been working with us as a locum since January 2021 and many of you may have already met her.

Dr Colley has a special interest in tropical medicine. Since she has started working with us Dr Colley has proved to be an integral part of the team and is already very popular with our patients.

We look forward to Dr Colley working with the team at Shirland Medical and having a bright and long future ahead with us.

Choice of face to face appointment with Doctor

Face to face appointments have continued throughout the Covid Pandemic on a clinical need basis to ensure we were following NHS & government guidelines. For these reasons a telephone first system was adopted. As of the 1st August, patients will now have a choice of booking face to face appointments when calling the practice. Following feedback received from our Practice Patient Survey the telephone appointment option will remain as the practice survey also revealed that many of the patients found these to be extremely convenient especially those with young children and those who worked.

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Diabetic Virtual Group Consultations

The Practice is taking part in a pilot scheme involving Diabetic Virtual Group Consultations. Virtual Group Consultations deliver routine care in groups online, consulting with patients who have the same or similar health condition and challenges. A session typically last 60-90 minutes, with 6-15 patients joining the virtual session at the same time.

The session is run by Dr Sanghera who will answer any questions raised by patients.

This is an opportunity for patients to share their experiences/tips of how to best manage living with diabetes.

Our Policy on Repeat Missed Appointments

We are now monitoring our missed appointments as this heavily impacts the number of appointments available to patients which can result in delay to treatment being received.

1. Patients that do not turn up for their appointment (without cancelling or giving notice) will receive a first notification letter asking them to be mindful of the time taken and costs of each missed appointment as well as a reminder to please cancel any appointments they are unable to attend in the future.
2. Patients missing a second appointment will receive a second notification letter advising them reiterating the above and also to inform them that further missed appointments would be seen as a breakdown of patient doctor relationship. Subsequent missed appointments could lead to removal from our practice list if there was not a legitimate reason for failing to attend appointments.
3. Patients missing further appointment within a 12-month period will receive a third letter informing them of removal from the practice register.

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Patient Participation Group

Just a reminder that Shirland Medical has a proud history of hosting regular Patient Participation Group meetings. This is an opportunity for patients to have their opinions heard and give feedback on new initiatives and services that we are involved with.

If you would like to be involved in these meetings please send your expression of interest in writing to the Management Team @ Shirland Medical, Queens Park Health Centre Dart Street London W10 4LD or you can email us at shirland.medical@nhs.net

or you can simply pop into the practice and leave your details with reception.

Catchment Area

Due to high demand for patient registrations in our local area we are now enforcing our catchment area policy. If you are already registered with us and have moved out of the area, we advise you to register with a local GP in your area using the following link:

Find an NHS doctor

COVID Update

we would like to remind everyone that although the numbers have dropped we must continue to be vigilant and if you notice that you have any symptoms do not attend the practice.

We continue to wear face masks in the building to protect our most vulnerable patients and staff.

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COVID-19 Vaccine Autumn Booster

Will be offered to the following groups:

1. Residents in a care home for older adults and staff working in care homes for older adults
2. Frontline health and social care workers
3. All adults aged 50 years and over
4. Persons aged 5 to 49 years in a clinical risk group, as set out in the Green Book
5. Persons aged 5 to 49 years who are household contacts of people with immunosuppression
6. Persons aged 16 to 49 years who are carers

Online Services

We use a secure website called Systmonline where you can book appointments online to speak to a doctor, order repeat prescriptions, change your registered address / telephone number and access parts of your GP medical record including test results.

To access this service please contact the reception desk by calling our mail line number.