
Summer 2024 Newsletter

Elgin Clinic Patient Participation Group

Email: elginclinicPPG@outlook.com

Welcome to the Summer 2024 issue of the Elgin Clinic PPG newsletter. The PPG meets every 3-4 months by Zoom, and we would love more people to come along. We also need someone to take minutes – possibly from a recording of the meeting. If you feel you could do this, please let us know.

At our last meeting we were delighted to meet the **two new GPs**, Dr Corcuera and Dr Ismail. Attending PPG meetings is a great way to get to know the clinic staff and to be well informed about NHS developments both locally and nationally.

Next meeting: 6th August 1.30pm

You should receive an invitation via text or email – make sure the clinic has your most up-to-date details.

If you would like to receive this newsletter by email in future, if you would like to get involved with the PPG, or if you just want to share your views with us, you can contact us on the email address above.

Did you know...?

Many pharmacies will deliver prescriptions. It's worth asking if your preferred pharmacy offers this service. And if you have a lot of medications to manage, they may also be able to help you fill your pill box correctly.



Elgin Clinic

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40 Elgin Avenue,
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Telephone times

It can be tricky remembering when to phone to book an appointment or for results. Here's a quick reminder of the time slots:

8am-10am for urgent same day appointment

After 11am for prescription queries

12-1pm for test results

Don't forget you can also call 111, or consult your local pharmacist.

Healthwatch report

The clinic was recently visited by Healthwatch, who visit surgeries to check access and services. Their report is favourable, with only minor recommendations made. One thing they commented on was the heavy front door. It seems that not everyone realizes they can buzz the intercom – to the left of the front door – for help getting in.



Another point raised by Healthwatch was awareness of the complaints procedure. If you need to raise a complaint about something, it's best to put your concerns to the Practice Manager in writing, so that each point can be checked and addressed carefully, without misunderstandings. A copy of the complaints procedure can be obtained from reception.

Some questions that we have discussed in our PPG group recently:

- How can I find out if I am exempt from prescription charges?

The easiest way to check whether you qualify for free prescriptions is to visit the following web page:

<https://www.nhs.uk/nhs-services/prescriptions/check-if-you-can-get-free-prescriptions/>

- Why are vitamins not available on prescription?

We were very interested to learn from Dr Deere that practices are asked every year to review prescriptions that can be purchased over the counter. Vitamins fall into this category.



Post-discharge Support

Age UK Westminster now offers a free post-discharge support service for Westminster residents aged 55+. This includes services such as light shopping and assistance with prescriptions. If you would like to find out more about this please contact: enquiries@ageukwestminster.org.uk 020 3004 5610



Transport for London New app-based Dial-a-Ride booking system

Dial-a-Ride is a free service that supports older and disabled Londoners in getting where they need to be. The new app-based Dial-a-Ride booking system allows members to book journeys and manage their bookings. Further details about making bookings with Dial-a-Ride can be found at tfl.gov.uk/modes/dial-a-ride/bookings.

In addition, the service now operates until midnight on all nights of the week.

If you would like to know more, contact the Dial-a-Ride team on 0343 222 7777