

Hounslow Health PCN

Quarterly Newsletter

April 2024

The Friends and Family Test

Have your say to improve your care

The Friends and Family Test (FFT) has been created to

give patients the opportunity to provide feedback on their care and on their treatment experience.

We would like your feedback on the care or treatment we have given you any time you visit your GP or have contact with the practice. You can say what is going well and what can be improved, so that your views can be taken into account when decisions are made. It doesn't take long, and you don't need to provide any of your details on the feedback form. We will use the information to plan improvements to our services.

If you wish to complete a Friends and Family Test, you can head down to your GP practice and request one from the reception desk or fill out an online form on your practice's website.

An example form can be seen below:

Friends and Family Test

We would like you to think about your recent experience of our service.
Overall, how was your experience?

Very Good	Good	Neither Good nor Poor	Poor	Very Poor	Don't Know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

What is the main reason for your answer to the question?

Careers

Our PCN teams cover a wide range of clinical and non-clinical roles that are embedded into General Practice in Hounslow. Please note that many PCN roles are hosted by Hounslow and Richmond Community Healthcare NHS Trust, which hosts both Hounslow Consortium and Hounslow's five PCNs.

If you are looking for a job within Hounslow Health PCN, please visit <https://hrch.nhs.uk/work-us/latest-vacancies> for our latest vacancies.



Matter of the Moment: Patches Online Consultation Service

What is Patches?

Patches is an online consultation service that helps you communicate with your GP quicker. Answer a few simple questions, and practice staff will respond to you by email, SMS, or via the NHS app.

How can I get started with Patches?

Accessing Patches is done via your GP practice's website. Please check with your GP practice if you're unsure if Patches is available to you.

You can get started using Patches in three simple steps:

- Click on the banner on your GP website or via the NHS App (if access has been enabled).
- Register with Patches, and then log in using your registered email address and password.
- Now you can submit your request to the GP practice. Simply choose the appropriate option regarding your request and answer a few simple questions to help your GP practice understand your problem. Your answers are sent to the practice, which will respond as quickly as possible during their opening hours.

Queries and Feedback

If you have any queries or wish to provide Hounslow Health Primary Care Network (PCN) with some feedback please contact us at hounslowhealth.pcn@nhs.net



Hounslow Health PCN
Providing NHS Services
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