



WEST4GPs



Autumn Edition Newsletter 2025

Practice News

Dear Patients,

We hope you are all well and are enjoying the new health centre back at Fishers Lane. It has been some time since we provided you with an update about the practice and our services.



In recent months we have welcomed back Dr Tirodkar as well as Dr Freemantle who has returned from maternity leave. Dr Singh joined us in the Summer, and a new GP Dr Rehman has also started working with the practice.

Our Website Has Everything You Need

Our website is full of resources and should be able to guide you with most queries. On our home page you will find the button to access **SystemConnect** to request a GP appointment. There is also a button to direct you to your online account SystmOnline to order medication or view your medical records. We would love you to become familiar with navigating our website and use this in the first instance. In the event your query is not answered and you still need help, feel free to call our reception team.

For any queries you may have, including but not limited to: booking an appointment, requesting test results or changing your address, please visit our website www.west4gps.co.uk



Triage System & Phones

The government and NHS England have made online access compulsory across all GP practices. In anticipation of this, the practice moved to a total triage system back in June using **SystemConnect**.

We have found the system to be a great success, improving patient accessibility to GP appointments by removing the 8am and 12pm rush on the phones. Patients are able to submit a request for a GP appointment, medication, letters or admin help throughout the day and will receive a response from the doctor within 24 working hours. All SystemConnect requests are triaged by a doctor who advises and responds to you directly. This response includes but is not limited to signposting to another appropriate service or a direct link to book an appointment at a time that suits you.

All nurse and HCA appointments are still booked by calling reception or visiting the front desk.



As a result of the new system we have significantly reduced the pressure on our phone lines and the wait time to speak to our receptionists; which we hope will improve general patient satisfaction. We welcome any feedback you may have on the system, good and bad, via our Friends & Feedback Survey or via email.

Vaccinations

We offer many seasonal vaccines at the practice including Flu, RSV and Pneumococcal. If eligible you should receive an invite from the practice via text or phone call, but please feel free to call and speak to our reception team to enquire and book in.



Continuity of Care

At the practice we welcome patient preference for appointments and will always try to accommodate where possible. For patients aged 75+ you will have a named GP on your record who we will try and book appointments with to ensure a continuity of care. In the event your preferred or named doctor is not free, you can book with another GP who will still be able to access your medical history and assist you.



Prescriptions/Ordering Medication Reminder

If you require a **repeat prescription** of an item that appears on your list, then please use the online service or bring your repeat slip to the surgery. Online is quicker and easier and can be done following the steps below:

- Go to SystmOnline
- Enter your login details. If you need these reset because you have forgotten them then please send us an email or call reception and we can reset for you
- Once logged in click Request Medication
- Tick the boxes of the medication you would like to order
- Press Continue



Please note the online service is only used for items, quantities and doses that appear on your repeat list. If you would like to request something that does not appear on your repeat list, you will need to complete a **SystmConnect** request for a GP to action.

Pharmacy First Service

If you fill in a SystmConnect form but the condition you mention is covered by the Pharmacy First Service, the GP will re-direct your request to there. This is because you can be seen quicker and locally for the condition, and the service is something that NHS England are trying to promote patients to use more often. The conditions that are covered by Pharmacy First are:

- Acute Otitis Media - Earache (1-17yrs)
- Impetigo - Skin infection (1yr+)
- Infected Insect Bites (1yr+)
- Shingles (18+)
- Uncomplicated UTI (Women 16-64yrs)
- Sore throat (5+)
- Sinusitis (12+)



Winter Health Tips

To stay healthy and safe this winter please make sure you contact the practice if you become unwell and are worried. Other tips from AgeUK include:

- Keep moving
- Eat well & Stay Hydrated
- Get your winter vaccinations
- Stop the spread of germs
- Wrap up well even when inside
- Keep emergency numbers nearby



Book Your Reviews

Each year the practice will invite you for your annual review. This applies to patients who have any of the following conditions: Diabetes, Asthma or COPD, ADHD and Mental Health Conditions.

If you do not suffer with any of the above but would like a health check or review, please contact us as we can see what you are eligible for and what sort of review we can offer.