



Health Partners at Violet Melchett

PART OF VIOLET MELCHETT HEALTH & WELLBEING HUB

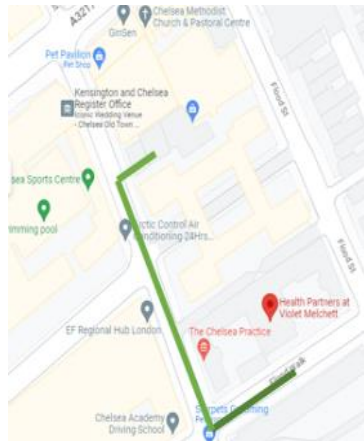
Welcome to the latest edition of our newsletter. We hope this finds you in good health and high spirits.

Practice Update

Since the relocation in January, there have been lots of changes across the practice.

We are excited to announce that we have recently opened up our new building at 1a Chelsea Manor Street. We are currently using this building for appointments with our Health Care Assistant, Social Prescribers and for Flu vaccinations, but additional services will be carried out there in due course.

To locate the building from Violet Melchett, turn right until you reach Chelsea Manor Street. Continue up Chelsea Manor Street until you reach the building below, opposite the Fitness Centre.



Staff Update

We are delighted to introduce several new staff member to the practice. I am sure you will join us in welcoming both Dr Harriet Wright and

Eleanor Bonas (Practice Manager). Additionally, Dr Ella Robinson and Dr Frances Hill have joined us in replace of our previous Registrars - Dr Jess Giles, Dr Poppy Alport and Dr Kriss Doonga—who have finished their training with us. We would like to wish them all the best in their future careers.

We are also pleased to announce that Jane Bishop has recently been appointed as our Integrated Reception Manager, and will continue to do an excellent job in supporting both our patients and practice staff.

New Services

Since we have moved premises, we have launched some exciting new services, aimed at improving patient care and wellbeing.

'Diabetes One Stop Shop'

We have recently piloted several 'diabetes one stop shop' clinics, for diabetic patients within our Primary Care Network.

Guidance recommends nine annual checks for patients with diabetes, including retinal screening, podiatry foot checks and blood tests. Until recently, these were delivered over numerous appointments.

Our 'one stop shop' clinics ensure patients receive a comprehensive review with all the necessary screenings, conveniently in one appointment. The feedback from patients has been excellent.

First Contact Practitioner

A new 'First Contact Practitioner' service is open for all patients in the Primary Care Network, who are

suffering from muscular-skeletal pain and haven't yet seen a physiotherapist.

First Contact Practitioners are able to assess patients with an MSK related issue, diagnose and give expert advice of how to best manage the condition. They can also recommended exercises and other approaches for self management or refer patients to specialist services if required.

Please speak to a member of our reception team or your GP if you are interested in being referred into this service.





Covid and Flu Vaccinations

Flu season has approached us again!

If you are eligible for a flu vaccine, you can arrange an appointment by phoning our Practice. Alternatively, if you have received an email or text from us, please use the provided link to make your appointment.

Eligibility includes individuals aged 65 and above, those with compromised immune systems, expectant mothers, carers or individuals residing in long-term care facilities.

Flu vaccinations clinics are held on weekdays at Violet Melchett.

We have also organised dedicated Covid vaccination clinics for Autumn boosters—our next clinics are held on the **13th/14th/15th October** at Violet Melchett, future dates to be confirmed.

Please note, these clinics are for the administration of both Covid and Flu vaccinations, or for Covid vaccinations alone. Flu only clinics are arranged for weekdays with our Practice Nurse or Health Care Assistant.

Patients will be contacted to schedule an appointment or alternatively, please get in touch with our Reception team if you have any questions, or to book/cancel your appointment.

Children aged 2-17 with long term health conditions can also be vaccinated at the surgery, please speak to a member of our reception team.

Introducing Your Community Corner



We have launched the Community Corner at Violet Melchett.

Back in January, we sent out a Community Input survey asking local residents what they would like to see at Violet Melchett. One thing that stood out of the responses was the need for greater social connectivity and a stronger link between residents and local community resources.

In response to what you told us, we have opened the Community Corner at Violet Melchett.

We're just down the corridor from Health Partners.

Come along on a Tuesday or a Thursday between 10am and 4pm to meet our new Community Navigators. They can chat to you about wellness activities and community events happening in the local area, and offer help with any difficult next steps that have emerged from your GP appointment. **Or just come along for a chat!**

On Thursdays over the summer, The Community Corner will also be home to our Wellness Programme. Each week we are running a different activity geared towards promoting wellbeing.

Follow [this link](#) or scan the QR code below for more details and to book a space at one of our events. Alternatively, email us at communitycornervm@gmail.com

(Please note that we can only admit those who have reserved a space)



Community Projects at Violet Melchett: Cycle Group and Running Club

For 8 weeks in June and July, Violet Melchett was home to two new Community projects: a cycling group and a running club.

On Wednesdays we hosted the 'Mums and Daughters' cycling project run by Bikeworks. It aimed to bring teenage girls and their mothers together and teach them how to ride a bicycle.

The sessions were a great success and it was amazing to see everyone improve their skills and gain confidence.

On Thursday mornings we launched 'Ready, Steady, Run' a beginners running group, led by Chelsea Community Champions and local mental health charity SMART.

To keep up to date with any Practice updates, you can find information on our website at www.healthpartners@violetmelchett.com.

Alternatively, you are welcome to ask questions either by phone (020 7460 2222) or in person.

Patient Participation Group (PPG)

The patient participation group (PPG) is a group of Health Partners patients who meet with the practice management team to develop services at the practice and ensure that the patient voice is heard.

If you would like more information, or to join our PPG, please speak to a receptionist or use the 'contact us' form on our website.

As Part of Brompton Health Primary Care Network, we would also like to invite patients to become part of the Patient Participation Group for our Primary Care Network (PCN), known as our Pan PCN PPG.

This allows patients to meet with representatives across the 12 practices in our PCN, to gather ideas, feedback and suggestions to enhance patient experience. To express an interest in joining our Pan PCN PPG, please email: panppg.nhs@gmail.com.

One You Weight Management

Two rooms at Violet Melchett are currently being used by the One You organisation. One You is a free healthy lifestyle service that empowers individuals to make positive life-style changes and better health decisions.



COFFEE MORNINGS at Violet Melchett

They are delivering tailored weight management programmes for those living with long term mental health problems.

All eligible patients have been contacted.

Patient Feedback

As part of our NHS duty of care to all patients we are required to send out a short questionnaire to patients about the care they are receiving. We would be most grateful that should you receive a text after an appointment that you complete the feedback questions.

Our reception staff will be more than happy help any patients struggling with their mobiles to access/complete the survey. All results will be made available to patients via our website on a monthly basis.

Patient Survey

To ensure we are meeting your expectations and continually improving our services, we have created a patient survey.

We would genuinely appreciate your participation in this feedback process, as it plays a pivotal role in shaping the care we provide, and will allow us to tailor our services to serve you and our community.

Please can we kindly ask you to complete the survey using the following link:

<https://forms.gle/dTiD12AWLrbpeBLJ8>

Carers

If you are a carer, you are entitled to benefits including: an enhanced health care check-up, at a time convenient to you and your caring duties, and free flu vaccination.

Please let a member of our reception team know if you are a carer so we can update your records.

CAMHS Early Intervention

CAMHS Early Intervention is a service provided by Child and Adolescent Mental Health Services, that aims to support young people in developing

resilience and preparing for adulthood.

Referrals to the service will be considered for children under-18, showing early signs of stress, anxiety or depression. Under 11s can be seen with their parents, whilst individuals aged 11-18 receive one-on-one CBT sessions.

Contact reception, your GP, or come into Community Corner to receive help with a referral.

My Care My Way Massage

Patients over 65 and living with two or more long term health conditions could be eligible for My Care My Way massage. Eligible patients are entitled to 6 one-hour-long massages delivered by the organization 'Life in Balance.' Please speak to reception or your GP about a referral if you would like to be considered.

Thank You

We would like to thank all of our patients who have supported us during our relocation process. We have tried to create an atmosphere of calm and wellbeing in our new premises and it has been great to hear such positive feedback. We hope you are enjoying the new building and services as much as we are.

