



Patient Group

[bpspatientgroup@gmail.com](mailto:bpspatientgroup@gmail.com)

## PATIENT GROUP BULLETIN ISSUE 15, SEPTEMBER 2025

September is back-to-school time but even if you are not caught up in new term activities it is a chance to make resolutions. Could focusing on your wellbeing be your resolve? Are you prioritising health enough? Have you put off taking steps to investigate health anxieties? In this issue of the Balham Park Surgery Bulletin you will find features on NHS prescribed weight-loss drugs and advice on using them safely if you buy them yourself; a reminder of the importance of keeping up with vaccinations and dates for covid vaccination clinics at the Surgery; announcements of two events as part of our education programme: a talk by a local expert on pelvic health (suitable for women all ages) and one on training for Defibrillation Cardiopulmonary Resuscitation (DCR) –learn how to save a life. To attend education talks, email [bpspatientgroup@gmail.com](mailto:bpspatientgroup@gmail.com) since places are limited.

### Surgery News

We welcome back Dr Jessica Butler who was one of the GP Registrars and is now a Salaried GP. Recruitment has been going well. Three new Registrars have joined the Practice: Radhika Gulati, Harry Bateman and Alex Johnstone, and Patricia Headlam has joined the Care Navigators team.

### When Your Appointment is Delayed

Thank you to everyone who shared their views at the recent Patient Group Awareness week; your feedback helps us make the service better for everyone. Some of you told us it can be frustrating not knowing when a doctor is running late. If your appointment is delayed by more than 15 minutes, please speak to reception so they can find out what is causing the delay. Often this is due to patients unexpectedly falling very ill or patients arriving late for their booked appointment.

### NHS National GP Patient Survey

This September 2025 survey makes interesting reading, and on the whole BPS comes off very well indeed; with 91% of patients saying their experience of our surgery is good, it is ranked as 509 out of 6215 surgeries in England. In every category, its results are well above average for England as a whole. It does particularly well in terms of its health professionals who are ranked 140 for their care and concern and 188 for their listening skills. See more [here](#)

### Accurx Triaging and Digital Access

Your feedback shows that accurx triaging is settling down well and many patients have come to appreciate its benefits. Obviously not everyone has a smartphone or the computer skills needed to use the online booking and enquiry system. To make things easier, you can now come into the surgery and complete a paper form by hand. Our team will then enter your request into the system for you. You will receive a reply in the same way as usual—either by phone, text, or letter—depending on the contact details we have for you. When you complete a form, please provide as much information as possible so that the team can get you the right help.

### Important update: new NHS service for weight-loss medication

We are pleased to share some exciting news. The NHS has launched a new service making injectable weight-loss medication (tirzepatide, brand name *Mounjaro*)



available through GP practices. At present, this treatment is being offered only to patients who

- Have a Body Mass Index (BMI) over 40, or over 37.5 for people from South Asian, Chinese, other Asian, Middle Eastern, Black African, or African-Caribbean backgrounds, **and**
- Have at least four weight-related health conditions (such as type 2 diabetes, high blood pressure, high cholesterol, sleep apnoea, or cardiovascular disease).

To make sure access is safe and fair, the rollout is happening in phases across South West London and the rest of the country. Our practice will identify eligible patients and contact them directly—so there is no need for you to call your GP about this. For those who do not meet the current criteria, other weight management support is available via [South West London Weight Loss Support](http://www.southwestlondon.icb.nhs.uk/weight-loss-meds). See

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If you are taking weight-loss medication outside the NHS, it is very important that you let your GP know. Some medicines can interact with other treatments, so your doctor needs to be aware to keep you safe.

### **Education Talk: It's Never too Early or Too Late to Make Friends with Your Pelvic Floor: A Practical Guide for Women. 6 November at 6 pm at the Surgery .**

This talk is for anyone interested in learning more about their pelvic floor, how it affects bladder, bowel and sexual function and how to use it to optimise your pelvic health, alongside other management options. 1 in every 3 women are affected by women's health problems over their lifetime. Many can experience issues such as bladder leakage, prolapse, pelvic floor muscle dysfunction, pain with sexual intimacy and pelvic pain. We are delighted to welcome **Jo Fordyce**, a highly experienced local physiotherapist specialising in pelvic health, who will be giving a practical and informative session at the surgery. She brings over 30 years of experience and an infectious passion to this sensitive subject, currently working within the NHS as well as having a private caseload.

### **Education Talk: How to Save a Life: Defibrillation & CPR 20 November 2025**

Do you know how to use a defibrillator if someone suffers a heart attack? Many of us don't—but in an emergency, that knowledge could be essential. One of our GPs recently found themselves in exactly that position. Dr. Matilda was at Wimbledon Station when a woman collapsed. Thanks to the skills and confidence gained through Basic Life Support (BLS) training, she stepped in immediately, performed CPR, and saved a life. This powerful example shows how vital these skills are in the real world. The session is run by the team who provide professional training for Surgery workers so it's top notch, Ideal for first aiders, carers, and anyone who wants to be prepared for the unexpected. Training covers the signs and symptoms of heart attacks, unconsciousness and the recovery position, CPR with the use of a defibrillator and finally the management of choking. Come along and gain the knowledge and confidence you might need one day.

### **Q & A**

**Q** I am over eighty, and I had a booster vaccination in the Spring. Do I need to take up the offer of another jab now ?

**A.** Dr Shah says it's definitely advisable – the risk of hospitalisation rises with age so do not hesitate.

**Q;** I want to ask for a face-to-face appointment, how can I do this?

**A:** Use the Accurx triaging messaging system in the normal way and make your request in the box headed, "How would you like us to help?" The surgery will do its best to book you in with your usual doctor (you may have to wait slightly longer). Generally, feel free to use the box to state your needs in full - just as you would if you were actually speaking to a Care Navigator.

**We are here to represent you and we look forward to hearing from you. Do get in touch with your comments on this Bulletin, with suggestions for improvements to health care and requests for information about the Patient Group by emailing us at [bpspatientgroup@gmail.com](mailto:bpspatientgroup@gmail.com)**

**Note. Any patient registered with BPS can attend PG meetings held on the second Thursday of the month at 6pm (except August and December). We have returned to meeting via Zoom; join us by using [this recurring link](#) EVERYONE IS WELCOME NO NEED TO BOOK**



