

PATIENT NEWSLETTER

JUL - SEPT 2025 EDITION 6

NHS

Chiswick Medical Practice

WWW.CHISWICKMEDICALPRACTICE.CO.UK



Welcome to the latest edition of our patient newsletter. We're pleased to bring you important updates and news from Chiswick Medical Practice - your NHS GP practice at the heart of our community.

FOR HEALTHCARE LEADERS

HSJ

AWARDS Recognised for Excellence

We're proud to announce that Chiswick Medical Practice has been named finalists in three categories at the 2025 HSJ Awards - the UK's leading celebration of healthcare excellence:

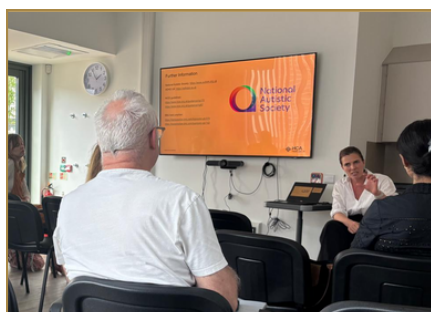
- 🏆 **Primary and Community Care Provider of the Year**
- 🏆 **Digitising Patient Care Award**
- 🏆 **Primary Care Initiative of the Year - Patient Safety Award**

With hundreds of entries from across the NHS, being shortlisted in three categories is something we're proud of. It reflects our teams' daily work to improve access and deliver high-quality, patient-centred care. We work closely with our Patient Group Committee, using survey, complaint and outcomes feedback to shape responsive services.

Our GP-led hub focuses on new or worsening problems, improving access and directing patients quickly to the right care. Our Patient Charter sets out how we provide continuity where it matters. By enabling staff to work at the top of their licence, we've created clear career paths and specialist roles, including an LGBTQ Lead and menopause-trained GP, allowing 96% of menopause cases to be managed in primary care.

The impact is clear: urgent care attendances are down 86% and 1,000+ more unique patients are being seen. Our proactive care model and streamlined processes reduce appointments across the year, freeing up capacity and improving continuity. This blueprint for sustainable, future-proofed general practice benefits patients and staff alike.

A Huge Success ! Consultant Evening for Families Supporting Children with Additional Needs



Following feedback from our annual patient survey, our Patient Group Committee chose to introduce consultant information evenings as a priority for the year.

Our first event focused on children with additional needs, including neurodevelopmental conditions, and featured a consultant from secondary care. Parents and carers had the chance to ask questions, gain practical insights, and connect with healthcare professionals.

The evening was very well received, with attendees valuing the expert advice and open dialogue. We look forward to hosting more events to support the diverse needs of our patients and families.

Beezee
Healthy
Hounslow

Morelife
The power to be more you

Lampton
Leisure

LGBT
foundation

green impact

RCGP
Royal College of
General Practitioners

Marie
Curie
Care and support
through terminal illness

SAFE SURGERIES

Let's Quit Smoking Together This Stoptober!

Stoptober is back! Join thousands of others committing to quit smoking this October. Even if it's your first time or you've tried before, now is the perfect time to quit. Make it to 28 days smoke-free and you're 5 times more likely to quit for good.



Your Quit Journey: Get Support at Every Stage

Whether you're thinking about quitting, ready to quit, or need help staying smoke-free, we've got tips and support to help you at every stage. Learn how to get through the tough times, stay focused, and quit for good.

You deserve a healthier, smoke-free life. Let's get started!

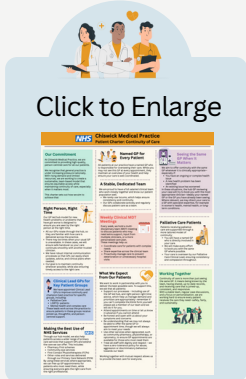
If you're interested, you can:

- Call us at **020 8747 1549**
- Send us a message via our website or patient portal
- Ask during your consultation to be referred to a specialist
- Scan the QR code in the poster for free support

We're here to support you every step of the way.



Introducing Our Patient Charter: A Shared Commitment to Quality Care



At Chiswick Medical Practice, we know that great healthcare depends on mutual respect and clear communication. That's why we've developed our Patient Charter, working closely with our Patient Participation Group Committee and using your feedback.

The charter explains how we will provide continuity of care, what you can expect from us, and what you can do as a patient to help us deliver the best service. Together, we can build a strong partnership to support your health and wellbeing.

ANNOUNCEMENTS

Flu Vaccinations

We've already held two Saturday flu clinics, and more will be added throughout October and November. Eligible patients will receive a text message with a self-booking link to make booking quick and easy. If you can't receive text messages, you can call us or speak to reception to book your appointment. For eligible children, appointments will also be available during the half-term break - details coming soon. Stay protected this flu season - book your vaccine early!

Important Update Regarding the Proposed Merger

We would like to inform our patients and community that the planned merger with Glebe Street Surgery will no longer be proceeding. We remain committed to providing the highest quality care and services at our current location and look forward to continuing to serve you with the same dedication and support.

Hounslow Healthy Together Website Now Live

The new NHS-approved Hounslow Healthy Together website offers trusted advice for parents of children aged 0-4 on common childhood illnesses and when to seek help.

It's easy to use, mobile-friendly, and available in multiple languages.

If you are concerned about an unwell child aged four and under, check their symptoms on the new Hounslow Healthier Together website:



For more information, visit: <https://healthiertogether.westlondon.nhs.uk/>
If your child's symptoms signal you to contact your GP Practice, Hounslow now offers more same-day GP appointments for children aged 0-4 years.



NHS App Support Sessions

The Primary Care Network (PCN) is organizing sessions to help patients with using the NHS App. These sessions are designed to support you in accessing your health information and services more easily.