

# PATIENT NEWSLETTER

October 2024

**NHS** [www.chiswickhealthpractice.co.uk](http://www.chiswickhealthpractice.co.uk)

020 8630 1600

**Welcome** to the latest edition of the Chiswick Health Practice Newsletter! The aim of this Newsletter is to keep all our patients updated on all the latest things happening within the practice and community.

Thank you for taking the time to read this Newsletter! We hope you find it informative and enjoyable!

**T** Since our last Newsletter there have been some staff changes in the practice team:

**H**

- Dr Fahmy has now retired from the practice after many years with the surgery
- Dr Blakeway has started her Maternity leave with baby Clara arriving early but safely in February this year.
- Vitti one of our practice nurse has now retired from nursing and is enjoying extensive travelling after a long career
- Dr Ashwood has jetted off to a new life in Australia, where his medical skills will be used on the patients of Perth.
- Dr Noden has just completed her GP training and will join us permanently as a salaried GP.
- Dr O'Connor has also recently joined the practice as a salaried GP.
- Dr Geraghty will be taking a 6-month sabbatical in January 2025

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We continue to support and train Doctors, Medical students and Nursing students. So, you may well be seen by one of these when you attend the surgery. Interaction with patients is one of the most important parts of their training so we appreciate all your support with this. Please be assured all their work and decisions are over seen by senior doctors and nurses in the practice.

## ON THE MOVE AGAIN IN 2025



So, the time will soon be upon us to return to the New Chiswick Health Centre Site at Fisher's Lane!!

The build is on track, and we have had a move date of the end of January 2025. Chiswick Health Practice will be based on the 2<sup>nd</sup> Floor with a new wider reception patient waiting area.

We plan to hold an open event so you can see the new site, so please watch out for this in the coming months.

All the practices, The Borough and Local ICB have worked hard to make the space a Community Building with dedicated Community Rooms, a small Garden of wellness, IT space for those requiring support and local services and secondary care outreach services.

## DID YOU KNOW....

People of all ages, including children, who are in crisis or concerned family and loved ones can now call 111, select the mental health option and speak to a trained mental health professional.

# CHISWICK HEALTH PRACTICE

## FRIENDS AND FAMILY SURVEY

Here at Chiswick Health Practice, we value patient feedback! It allows us to see what you think we are doing right and reflect on areas that need improvement!

Very Good	293
Good	66
Neither Good nor Poor	15
Poor	8
Very Poor	5
Don't Know	2

### See the table for the September results

These results are based on how our patients viewed their experience with our service.

If you would like to take part in this survey, please go to our website to complete this, or ask for a paper copy at our reception desk.

## PRACTICE PROCESSES AND CHANGES

### TELEPHONE SYSTEM

You should hopefully have noticed we have a new telephone system, that allows you to press for a callback rather than waiting in the queue, when calling the surgery. It has proved to be popular with patients and reduces the stress on the reception staff when trying to handle a high volume of calls, especially on a Monday morning. It also allows us to track call volume so we can increase and decrease staff at busy times. Please be assured your place in the queue is not lost when pressing callback.

### TRIAGING

From November 2024 we will be moving to a new form of triaging system called Patient Connect. This is a system within the clinical system we already use in the practice called SystemOne.

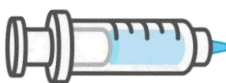
It will allow patients who have an administrative or health query that they would like support with, to use a dedicated online mechanism/form through our website to contact the practice more easily. Which will go directly into the patients record and alert staff to the request.

The practice will then acknowledge / review the request and respond within a dedicated and appropriate amount of time detailing the outcome. This could be a face-to-face appointment, a telephone call or paperwork completion. The team reviewing the requests can/will consist of a GP, Nurse, Senior Administrator with the work distributed to the most appropriate person to complete.

**The aim is NOT to take away the ability to call and book appointments with the surgery this will still be in place.**

This system is aimed at reducing the need to call the surgery for some administrative requests or advice and allows patients to be seen or dealt with in a faster more appropriate and efficient manner. In turn, freeing up appointments for those that need them

**NOTE: Chiswick Health Practice has chosen NOT to move to a full triage system but a hybrid model offering equal access to those digitally minded and those who are not.**



## IT'S FLU SEASON!



Eligible patients will receive a mobile link to book your flu vaccine at our clinics. If you don't have a mobile, we'll call you to book in, or you can visit the surgery in person/contact us via telephone.

**Keep your eyes peeled for more details!**

# CHISWICK HEALTH PRACTICE



## PRESCRIPTION REQUESTS

**Prescriptions take two working days to process, and you can order up to seven days before your prescription is due.**

**WE DO NOT** take prescription requests over the telephone (unless agreed and listed on your notes) OR via email. This has been in place for over 2 years now.

Please use the online ordering services. Please ask reception for access if you do not have access already or have forgotten your login details. **This does not apply to those patients whose pharmacy orders on their behalf by agreement with the surgery.**

If a medication is not on repeat or you haven't had a medication review in the last 6 or 12 months depending on your medication. The system will prevent you ordering. Therefore, please book your review when asked to do so.

In July we started requesting some patients complete an online questionnaire at the time their medication review is due. This allows us to speed up the renewal of your prescriptions and ensure appropriate blood tests and BP checks are completed before we renew your medications. Some patients will still be advised to book for a subsequent appointment to discuss your medications, but for others we will have all the information required to do the review. To avoid delays to your repeat medications, if you receive a Medication review questionnaire, please complete it ASAP or if you have difficulties doing this, let the reception know and they will assist you. If the medicine is not on repeat or was given as a short dose you will need a review before it can be issued.

Hospital prescriptions and private prescriptions have a **5 day turn around and may not be prescribable by a GP**. So, if you are issued a hospital prescription, please collect it from the hospital pharmacy to prevent delays.

**Your medication ordering is your responsibility not the practices so please order in time and do not leave it until you are running low.**

## NHS WORK VS NON-NHS WORK

Please remember that not all requests are within the NHS workload and so charges are applied for work falling outside of the practice remit. You will be informed if there is a charge for a request and then the decision is yours. All charges are in line with BMA guidelines.

It is also important to note that private, chargeable requests do not supersede NHS work and so please consider this if you have a short turnaround time. It is also the doctor's decision if they are willing to complete the work, if they say **NO** then it is a **NO**, and you will need to seek a private service to complete your request.

[More than 8 in 10 adults with Pre-diabetes don't know they have it](#)

**Come and join the Chiswick Primary Care Network Health and Wellbeing Roadshow, raising awareness on Pre-Diabetes and Cardiovascular Disease (CVD)**

**Tuesday 5th  
November 2024  
10am - 2pm  
Chiswick Town Hall  
W4 4JN**

The roadshow will feature interactive stalls, expert advice, valuable insights into maintaining a healthy lifestyle, nutrition, fitness, mental well-being and general health.



# CHISWICK HEALTH PRACTICE

ONE MORNING IN MANY

We thought it might be worth giving a small insight into an average morning in our practice for our reception and administration staff.

## Time - 7:30 AM

- Team starts to arrive after battling travel chaos in Chiswick.
- Room checks and open up, lights and kettle on
- Phones on, headphones at the ready

## The Morning has begun

## Time - 12 PM Noon

### The tally for the morning

- 342 Phones calls taken
- 84 patients seen face to face for appointments
- 31 Patients spoken to via telephone for appointments
- 113 Blood reports reviewed and actioned
- 43 new appointments booked
- 13 redirections - patient has called the wrong practice
- 45 emails responded to
- 4 reports completed
- 25 letters opened and scanned in
- 100 discharge letters summarised /coded and actioned
- 25 adhoc queries both medical and administrative
- 10 patient registrations and 5 deductions completed
- 37 patients seen at reception for questions and queries
- 1 ambulance called for unwell patient
- 1 call from ambulance crew at patients' home to discuss action
- Stock check and ordering
- Fridge temperature checks
- Emergency equipment check

**Kettle on** - Breathe before the afternoon begins.

**So, as you can see, we are always busy and never without something to do!**

*friendly practice*

## REMINDERS

### EMAILS

The practice email is for administration purposes only. Please do not use it for prescription requests, clinical queries, or appointment booking.

### SAMPLES

If you have a sample to return to us, please ensure this is brought into the surgery no later than 16:00.

### FEEDBACK

If you would like to leave us feedback, please go to our website and complete the online form. Alternatively, you can go to our reception desk and ask for a paper copy.

Additionally, you can leave us positive feedback directly on NHS choices. Click on 'Find a GP', put in our postcode W6 0YD and click on our surgery to leave feedback.

### APPOINTMENTS

When cancelling or changing appointments, please inform us as soon as possible so we can ensure the slot gets filled and not wasted.

Please remember to state whether you would like your appointment face-to-face or via telephone.

Telephone appointments are made within **one hour** of the appointment time.

### DUTY DOCTOR

Our duty doctor is for an urgent, acute need only. Any ongoing illnesses/issues will be a routine appointment.

### PHARMACY FIRST

Our community pharmacists are here to help you! Please ensure you go to your local pharmacy first when you are feeling unwell. If they think you need to see a GP, they will advise.

Thank you for taking the time to read this newsletter

If you have any questions regarding the information displayed, please feel free to email the practice at [chiswickhealth.practice@nhs.net](mailto:chiswickhealth.practice@nhs.net)