



Patient Participation Group (PPG)

PPG's are a great way for Patient's to meet with the team here at the Surgery to help us to continue to deliver high quality services.

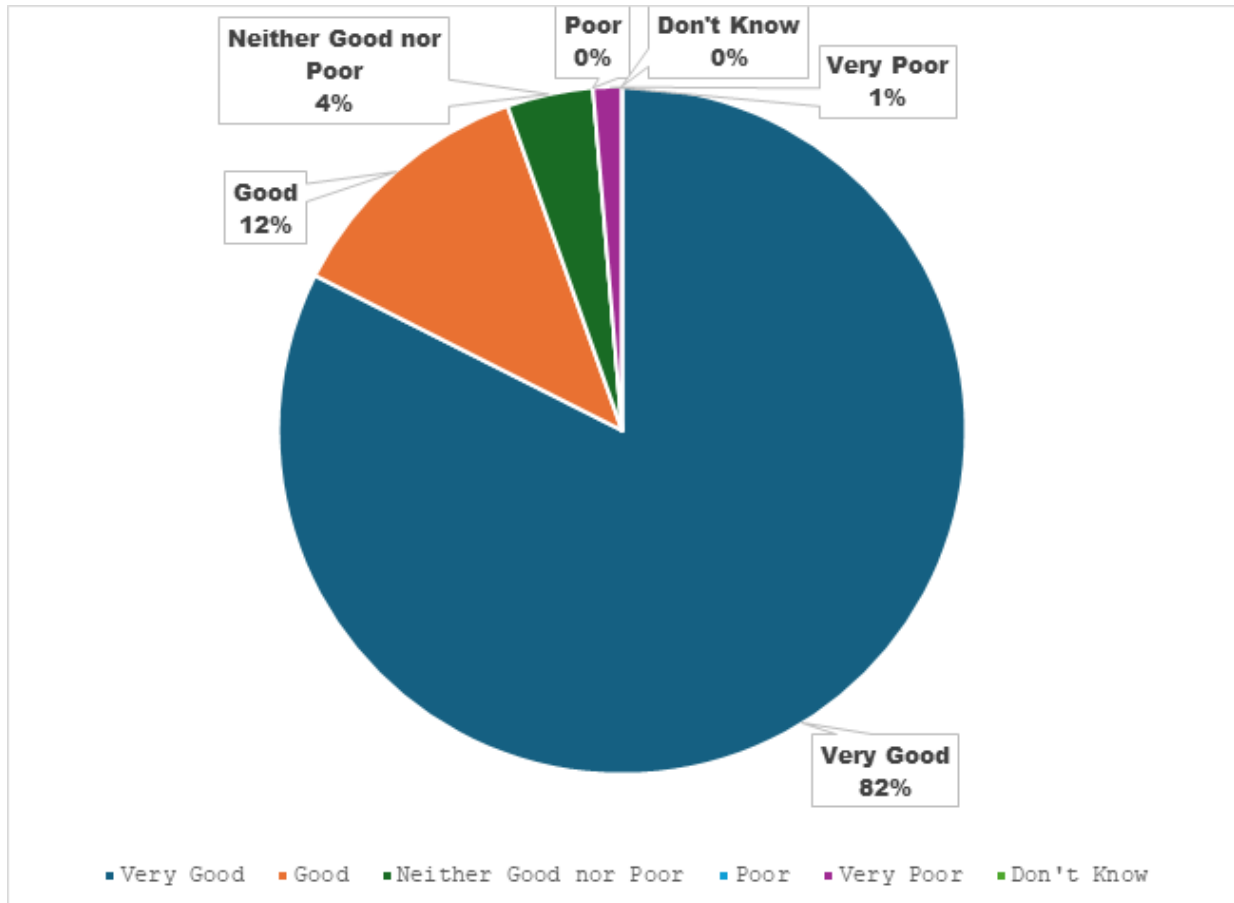
They meet regularly with the Practice manager, GP's and various other staff members to identify what can be improved and how to implement the changes needed to continue our strong relationship.

These meetings also provide support to individual patients, and help them to make informed decisions about managing their health conditions, and show people where to find additional services and support in the community.

Inside this issue

- Friends and Family
- Winter Wellbeing Tips
- Foodbank support.
- Healthy Eating on a budget.
- Urgent blood donor appeal
- Surgery News

Friends and Family Results November 2024



94%
of patients who responded to our survey would be **extremely likely**
or **likely** to recommend our GP surgery

Thank you for responding to our survey as this helps us to
continuously improve our service :)



Wellbeing Tips For Winter

The winter months can be a difficult time for our mental health and wellbeing, especially as the days get shorter and colder. We have put together some top tips on how to protect your health and wellbeing this winter.

- **Get Active.**
- **Get fresh air.**
- **Eat healthy and drink in moderation.**
- **Get a good nights sleep.**
- **Take a break from social media.**
- **Practice self-care.**



Please visit and download the full report for great details on how to implement all the above and help yourself to improve your health and wellbeing this winter!

Please go to <https://onensfinance.nhs.uk/documents-reports/winter-wellbeing-tips/> to get the full version which includes great additional links for wellbeing tips this winter!

Foodbank and healthy eating on a budget:

If you don't have enough food and cannot afford to buy food, you may be able to seek support from the Trussell Trust. The Trussell Trust is a national foodbank organization. There may also be independent foodbanks for your area. Please go to <https://www.trussell.org.uk/> for more information.



Eating healthily on a budget can be challenging. The British Heart Foundation has hints and tips on how right here: <https://www.bhf.org.uk/information-support/heart-matters-magazine/nutrition/eat-well-on-a-budget>



Urgent blood donor appeal:

B negative:

Stocks of your blood type are **critically low**.

Please book and keep your appointment to donate as soon as possible.



All other blood types:

Please book and keep your appointment, even if it's a few weeks away, your donation will be just as valuable then.



Please visit: <https://platelets.blood.co.uk/become-a-platelet-donor/>

Chalkhill Family Practice Surgery News

- Flu vaccines are now available. Please contact the practice to book your slot. Please visit <https://chalkhillfamilypractice.nhs.uk/flu-vaccine/> to find out more about the vaccine.
- We know at busy times it can be frustrating waiting for your call to be answered. If it's not urgent and you have a clinical query, why not try our **automated service**? We will ask you some questions regarding the reason for your call, you can then hang up and your responses will be reviewed and actioned as appropriate. This may result in a quicker response for you. If you would like to use this new service, please press **option 2** when prompted if you are in the queue.
- We are now a Veteran Friendly Practice after receiving Armed forces accreditation. Please go to our website (under the New Patient's tab) to find out what this means for you.
- We are part of the Central PCN Group who support surgery 's with GP access. The PCN have allocated our patients a full time pharmacist, a dedicated pharmacist for our nursing home and housebound patients, dietician, social prescriber, health and well being coach and a physiotherapist.
- Evening and weekend appointments are available via GP access hubs and again this is to help patient s with GP access. This service is managed by K&W Healthcare. Sites are based at Wembley Centre for Health and Care, Kingsbury Health and Well-being, Lonsdale Medical Centre and Willesden Centre for Health and Care.
- eConsultations have all been triaged within 48 working hours of submission. They are currently triaged by the Central PCN Pharmacist who will book and signpost patient to the most appropriate service according to clinical priority. This is also managed by the Central PCN team.
- We are having great success with our eConsult Lite as we are aware that not all our patients are able submit eConsultations online. Using eConsult lite a receptionist completes the templates on behalf of the patient and then the request/query is triaged the same as eConsultations.

All of us at the practice wish everyone a happy and healthy winter holiday season!



Please go to our website @ www.chalkhillfamilypractice.nhs.uk for updates on the health services available during the holiday period.



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