



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.

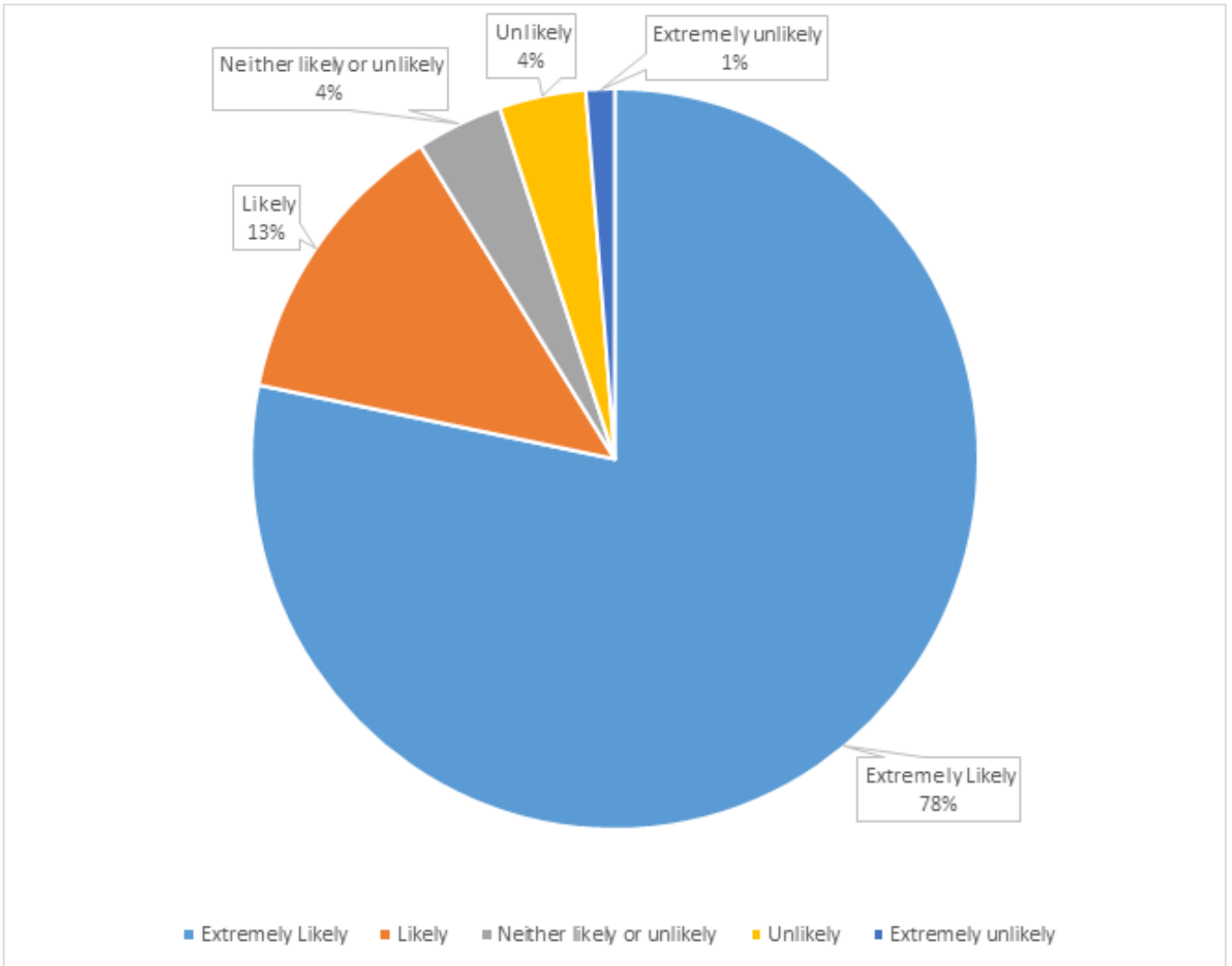
They meet regularly with the Practice manager, GP's and various other staff members to identify what can be improved and how to implement the changes needed to continue our strong relationship.

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
-
- Give Blood
- Surgery News: Winter Special

Friends and Family Results November 2023



91%

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 :)



O Negative, B negative! We need more of you blood type at the moment!

O negative or B negative: Please book an appointment to donate as soon as possible. We need more of your blood type at the moment.

A negative: We urgently need people with your blood type to start donating platelets.

Platelets help to stop bleeding and can be a lifeline for people with cancer.

If you are not one of those blood types you can help by booking an appointment in the weeks and months ahead-your donation will be just as valuable then.

Please book an appointment by going online to blood.co.uk where you login to your online donor account or register.



Chalkhill Family Practice Surgery News

- Winter Bank Holiday: On Monday 25.12.2023, Tuesday 26.12.2023 and Monday 01.01.2024 we are **CLOSED** for Bank Holiday.
- Otherwise we are open as usual Monday-Friday 08:00am-18:30pm.
- Please visit our website and click on the related Winter Holiday closing hours to find out about the opening and closing hours for local pharmacies during Christmas and New Year.
- We wish you all Happy Holidays!
- 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 **new 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 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. This online platform where a receptionist completes the templates on behalf of the patient and then the request/query is triaged exactly the same as the eConsultations, has helped many people speak/see their required clinican very soon (within 48 hours).



Chalkhill Family Practice

113 Chalkhill Road

Wembley

London

HA9 9FX

Tel: 020 3836 5030

www.chalkhillfamilypractice.nhs.uk