



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.

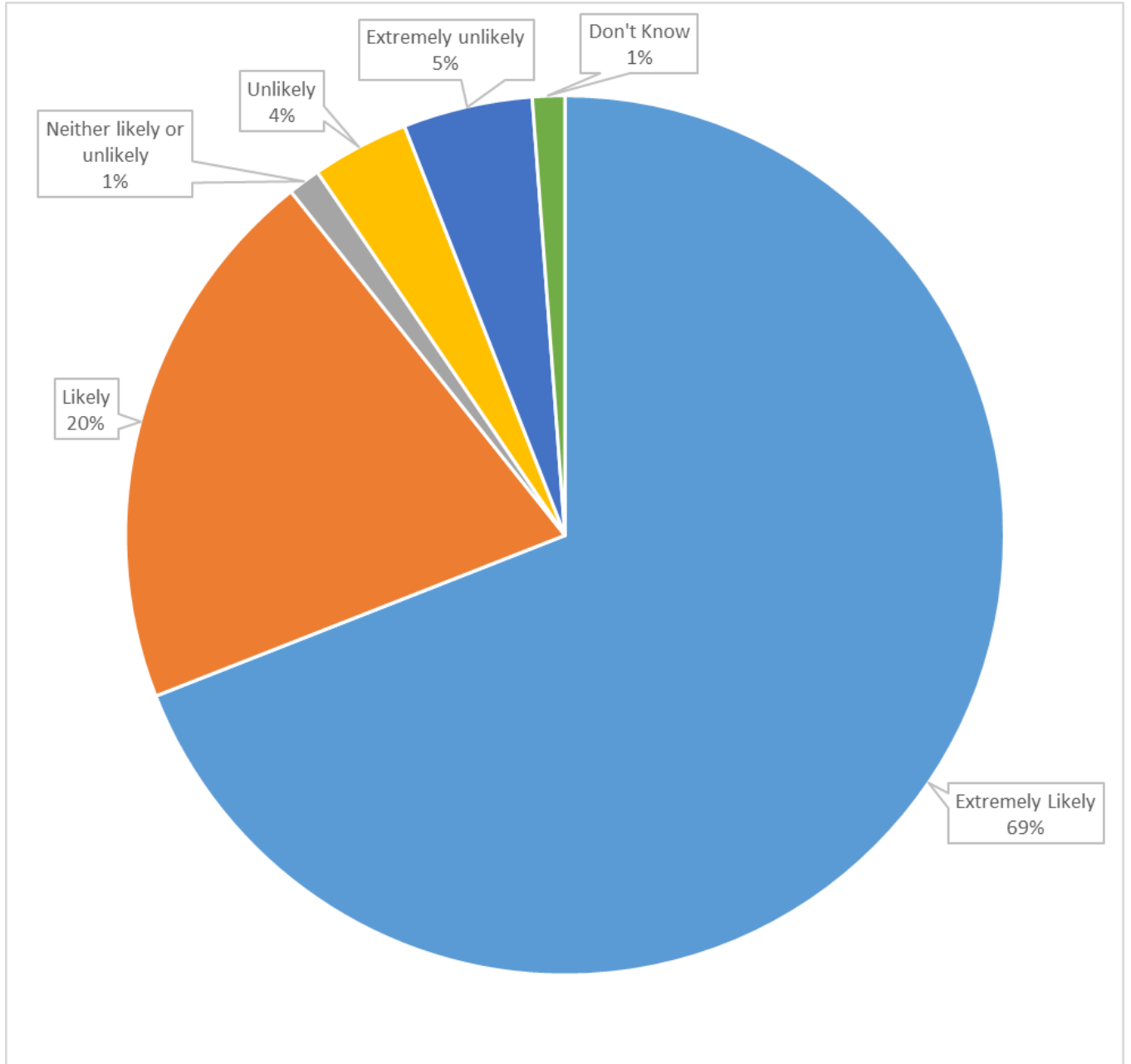
They meet regularly with the Practice manager, GP's and various other staff members to identify what can be improved and how to implement the changes needed to continue our strong relationship.

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.

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Friends and Family Results May 2023



89%

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

Wellbeing and Emotional Support Team

The Wellbeing and Emotional Support Team (WEST) is a targeted mental health service for vulnerable children and young people aged up to 18 years old and up to 25 for people with special educational needs and disabilities.

WEST provides:

- individual and group evidence-based interventions in schools for children and young people who are experiencing mild to moderate difficulties including anxiety, low mood and behavioural difficulties
- individual and group interventions with parents/carers
- interventions which are focused, goal-based and time limited
- consultation to parents/carers and professionals to offer support and clinical advice
- signposting, training and workshops for professionals.

From February 2023, there is an extended WEST offer – WEST Engage:

WEST Engage works with children and young people who are struggling to attend school, those not currently accessing education, or those who are experiencing mental health difficulties not met by other services. We aim to increase connection for the young person with local services, their community and with education.

Please search “Brent West” and click on the [brent.gov.uk](https://www.brent.gov.uk) website to find out more and make a referral.

**Please email: west@brent.gov.uk or Telephone: 0208 937 2141
You can find us at: Brent Civic Centre, Engineers Way Wembley**



O Negative, B negative and A negative donors! We need more of your 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

- We are pleased to announce that we have had great success with our new phone system since last Winter. Our new telephone number is 020 3836 5030. All calls are now recorded.
- We are pleased to welcome Shreya and Oona. They are our new Health and Wellbeing Coaches now working for the surgery. Please feel free to book with them for information and advice regarding Weight management, including healthy eating and Physical activity to help live a healthy Lifestyle. This includes reduced gym membership fees for all those eligible!
- 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 Wellbeing, Lonsdale Medical Centre and Willesden Centre for Health and Care.
- The surgery will be closed every Thursday from 12.30pm-1.30pm for staff training and development . We apologise for any disruption this may cause. We believe that training and development is an essential part of our job and this will help us to provide all our patients with a safe, effective, responsive and a well led service.
- 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 have installed a new software called eConsult Lite as we are aware that not all our patients are able submit eConsultations. This is an online platform where the receptionist will complete the template on behalf of the patient and then the request/query is triaged exactly the same as the eConsultations.



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