



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.

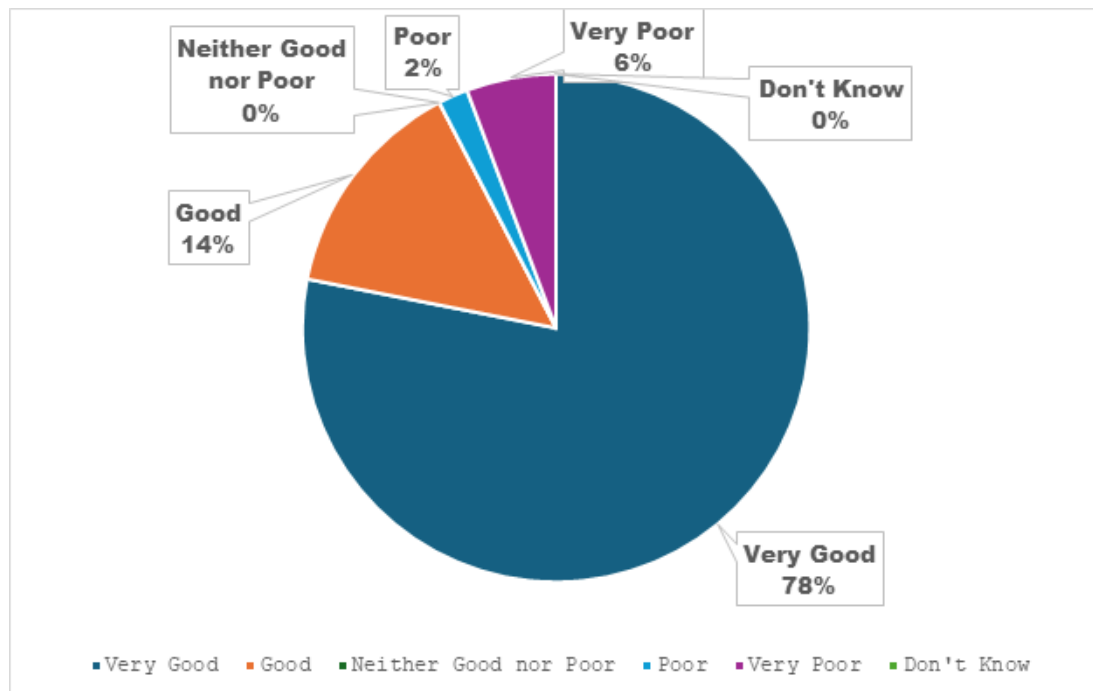
They meet regularly with the Practice manager, GP's and various other staff members to identify what can be improved and how to implement the changes needed to continue our strong relationship.

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 Survey Test
- Results
- Summer Wellbeing Tips
- NHS Weight loss tips and free app.
- Free Stop Tobacco Support
- Surgery News
- Summer in Brent

Friends and Family Test Results May 2025



92%
of patients who responded to our survey in May 2025 said that our
service was **Very Good** or **Good**.

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



UK Health
Security
Agency

Beat the heat

Plan ahead



Check the weather
forecast and the news



Plan ahead to
avoid the heat



Schedule activities to
cooler times of the day

Keep yourself cool



Drink plenty of fluids and
avoid excess alcohol



Wear sunscreen, a
hat, and sunglasses



Cool your skin with water
and slow down

Find somewhere cool



Close blinds and curtains
during the day



Go indoors or outdoors,
whichever feels cooler



Avoid closed spaces
like stationary cars

Be safe



Be on the lookout
for signs of heat
related illness



Look after yourself
and check in with
others



Stay safe when
swimming



Get help. Call
NHS 111 or in an
emergency 999

For more information go to: [gov.uk/ukhsa/beat-the-heat](https://www.gov.uk/ukhsa/beat-the-heat)

Weight Loss tips from the NHS

Please visit <https://www.nhs.uk/better-health/lose-weight/> to download the free NHS Weight Loss Plan app.

Do

- ✓ get active for 150 minutes a week – you can break this up into shorter sessions
- ✓ aim to get your 5 A Day – 80g of fresh, canned or frozen fruit or vegetables count as 1 portion
- ✓ aim to lose 1 to 2lbs, or 0.5 to 1kg, a week
- ✓ read food labels – products with more green colour coding than amber and red are often a healthier option
- ✓ swap sugary drinks for water – if you do not like the taste, add slices of lemon or lime for flavour
- ✓ cut down on food that's high in sugar and fat – start by swapping sugary cereal for wholegrain alternatives
- ✓ share your weight loss plan with someone you trust – they can help motivate you when you have a bad day

Don't

- ✗ do not lose weight suddenly with diets
- ✗ do not stock unhealthy food – popcorn, fruit and rice cakes can be healthier alternatives
- ✗ do not skip meals – you might end up snacking more because you feel hungry
- ✗ do not finish your plate if you're full – you can save leftover food for the next day





Free Specialist Stop Tobacco support for Brent Residents

Every Step Toward Quitting is a Step Toward Better Health!

 **Specialist Stop Tobacco Support** 

For Brent residents aged 18+

You may be eligible for specialist help if you:

-  Are pregnant or live with someone who is
-  Smoke shisha or chew tobacco
-  Receive **mental health support** (e.g. CBT, counselling)
-  Get **support for drug or alcohol use**

Support for Everyone

Even if you're not eligible for specialist support, help is still available — for free!

 **Stop Smoking Helpline**

 **Smokefree App**



Scan or click the
QR code for
London support



Or call:
0300 123 1044

- ✓ Free for Brent residents
- ✓ 24/7 coaching & motivation
- ✓ Up to 12 weeks of vape or NRT support

K&W
HEALTHCARE
A BRENT GP FEDERATION

Chalkhill Family Practice Surgery News

- 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.
- Since 2024, we have been 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
summer season!

Summer in Brent

From holiday clubs to family fun days, this is your go-to guide for sports activities, children's events and everything happening over the summer.



Please visit: <https://www.brent.gov.uk/summer-in-brent> for more information.



Chalkhill Family Practice
113 Chalkhill Road
Wembley
London
HA9 9FX

Tel: 020 3836 5030

www.chalkhillfamilypractice.nhs.uk