



## 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.

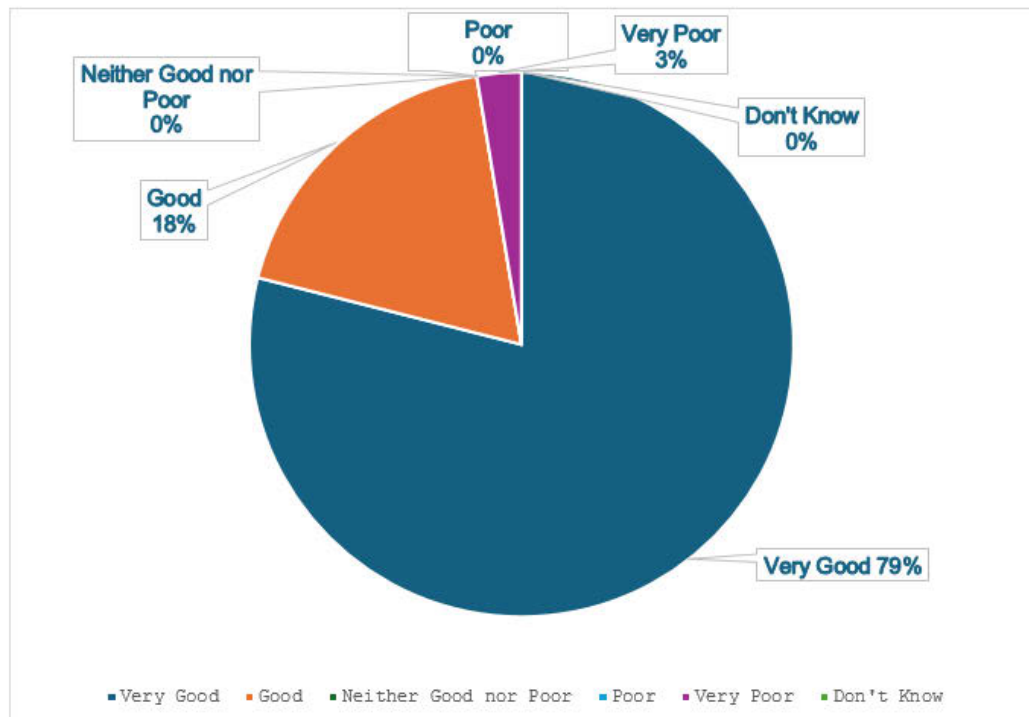
These meetings also provide support to individual patients, and help them to make informed decisions about managing their health conditions, and show people where to find additional services and support in the community.

## Inside this issue

Friends and Family  
Survey Test Results

- Winter Wellbeing Tips: Get Help With Your Energy Bill
- WorkWell Job Support and Health and Wellbeing Events
- Flu and Blood campaigns
- Surgery News

## Friends and Family Test Results November 2025



97%  
of patients who responded to our survey in November 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 :)



We all know we need to dress appropriately to keep warm this winter, but when you're at home there is one thing we all love to rely on to help, our home heating system. But for many of us paying for our home energy is not so easy...

## **Get help with your energy bill**

If you're claiming benefits such as Pension Credit, Disability Allowance, Income Support, Income-based Job Seekers' Allowance, Income-related Employment and Support Allowance, Universal Credit or Support for Mortgage Interest, you may be able to get help with paying for energy including your electric bill.

Warm Home Discount scheme: The UK government run scheme is available to those receiving benefits or a low income, you can check if you're eligible on **their website**.

Cold Weather payment: These are given to people receiving benefits in England and Wales when there is an extended period of freezing weather. **See if you're eligible for support**.

Contact your gas or electricity supplier: Find out what support you could receive from your **gas and electricity supplier by contacting them directly**.

Winter fuel payment: Those born before 23rd September 1958 may **be eligible to receive support to pay their heating bill**.

You can also contact **Energy Savings Trusts**, **Citizens Advice Bureau** and **National Energy Action** for simple energy advice on how you can save energy, make your home more efficient, and reduce bills. (If you want more tips to help you this winter please visit **<https://www.redcross.org.uk/stories/health-and-social-care/health/tips-on-keeping-warm-this-winter>**)

## WorkWell Free Job Service in North West London

### WorkWell in North West London

WorkWell is a free service designed to support individuals facing health-related challenges in finding or maintaining employment. The program helps users overcome barriers by connecting them with local services and providing expert guidance.



#### Who Can Use WorkWell?

- Individuals 16+ years old
- Residents or GP-registered in Brent, Hammersmith & Fulham, Harrow, Hounslow, Hillingdon, Ealing, Westminster, or Kensington & Chelsea

#### How It Works:

- Understand your needs and challenges.
- Provide Occupational Health, Mental Health, and Employment specialist support.
- Identify skills and resources to help you secure meaningful work.
- Offer guidance from a dedicated Work and Health Coach throughout the process.

SCAN  
ME!

#### How do I get started?

It's easy - just email at [workwellwest@shaw-trust.org.uk](mailto:workwellwest@shaw-trust.org.uk) or fill in the enquiry form on the website [shawtrust.org.uk/workwell-north-west-london/](http://shawtrust.org.uk/workwell-north-west-london/)



KW

#### Contact Information:

📞 0808 196 2386 | ✉ [workwellwest@shaw-trust.org.uk](mailto:workwellwest@shaw-trust.org.uk) | 🌐 WorkWell Website

Please visit [their website](http://shawtrust.org.uk/workwell-north-west-london/) for more.

## Brent Health Matters Health and Wellbeing Events this December

Please click [here](#) to download the schedule for the many great Health and Wellbeing events happening this month in Brent from the Brent Health Matters team. From community fun days, healthy eating, to support with housing and mental health. There is something for everyone this winter. Here is one example from the schedule below:

<b>Saturday 13 December</b>  <b>Time: 11:00 am-4:00pm</b>	<b>The Library at Willesden Green</b> 95 High Rd, London NW10 2SF  <b>Locality: Willesden</b>	<b>Health and wellbeing Community Fun Day</b> <b>Aim/Focus:</b> Engage with families on health and wellbeing <b>Target Audience:</b> families from all communities <b>Health Promotion:</b> diet/nutrition/diabetes, physical activity, stop smoking, women's health, cancer prevention, Immunisation, general health advice
---	--	---



## Winter Campaigns: Flu Vaccine and Give Blood



Please visit <https://chalkhillfamilypractice.nhs.uk/flu-vaccine/> to find out more and on how to book with us.

Please visit <https://www.nhs.uk/nhs-services/vaccination-and-booking-services/book-flu-vaccination/> if you want to book at your local pharmacy.



### How you can help:

Book a blood donation appointment today through <https://www.blood.co.uk/>, by downloading the NHS Give Blood app or calling 0300 123 23 23.

Over the next 6 weeks (as of 28.11.2025) there are more than 23,000 unfilled blood donation appointments in London, with the capital accounting for just under half (42%) of all unfilled slots across England.

NHS Blood and Transplant data shows that one in every 4 blood donations used by the NHS in England last year went to hospitals in London. That's 921 lifesaving units every day, or one every 90 seconds.

## 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.
- 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 patients 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 to 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 season!



Please go to our website @  
[www.chalkhillfamilypractice.nhs.uk](http://www.chalkhillfamilypractice.nhs.uk) for updates on the  
health services available during the holiday period.



**Chalkhill Family Practice**

113 Chalkhill Road

Wembley

London

HA9 9FX

Tel: 020 3836 5030

[www.chalkhillfamilypractice.nhs.uk](http://www.chalkhillfamilypractice.nhs.uk)