

WELCOME TO OUR NEW SERVICE WHERE WE HOPE TO BRING OUR PATIENTS NEWS AND INFORMATION ON THE SERVICES AVAILABLE AT THE SURGERY.

OUR STAFF

Dr Dr R Syed, Dr Ansari, Locum GP Dr N Das Gupta, Nurse Madhubala, HCA & Phlebotomist Kamla Yildiz

MANAGEMENT & RECEPTION TEAM

**Consulting Practice Manager Nimisha Shah
Assistant Practice Manager Sudha Rawat**

WELCOME NEW MEMBERS OF THE TEAM:

We would like to welcome
2 New Receptionists
Arjoo Rana & Sangita Patel
New Senior HCA
Hetal Patel.

WHATS NEW & ONGOING

We are glad to announce the practice is moving with the times and is going digital with our current and new service to help improve access for those unable to make it to the surgery and unable to call during our core opening hours.

PATIENT ONLINE ACCESS

Register now for online access to appointment, repeat prescription requests, investigation results e.g. blood test results and look or print your medical summary.



<https://www.patientaccess.com/>

FLU SEASON 2019 -20

The flu season is almost upon us, officially starting on 1st September. Australia has just had a bad flu season with increased outbreaks and mortality rates, and this is sometimes an indicator that the UK season will be bad too. It is therefore more important than ever to get your flu jab at the earliest possible opportunity.



For more information about the NHS Flu Campaign & to check if you are eligible, please see <https://www.nhs.uk/conditions/vaccinations/flu-influenza-vaccine/> OR Speak to the Reception Team at any time the practice offers a walk-in service during opening hours.

NEWEST SERVICE E-CONSULTATION

A new and fast way of contacting a GP, go online to our website www.Prestonhillsurgery.co.uk Click on the Box below, complete the required form and be contacted within 1 working day by a GP.



RESEARCH

We are proud to be a research practice, involved in the cutting edge of science. Without research medicine cannot progress – Thank you to all that participated. We will keep you posted of any new research opportunities we will be offering at the practice in 2019.

STAY HEALTHY THIS

Autumn / Winter:



With Winter upon us, it is vital to stay healthy, see the 5 steps to stay healthy this Winter.

<https://www.nhs.uk/live-well/healthy-body/five-ways-to-stay-healthy-this-winter/>

PRIMARY CARE NETWORK (PCN)

Brent has now formed and split into 4 PCN's, we are a part of the **NORTH PCN**, working closely with our neighbouring **STADIUM PCN** to help improve and provide better services for our patients. For more information on the NHS PCN vision click on the link:

<https://www.england.nhs.uk/gp/gpf/y/redesign/primary-care-networks/>

GETTING VACCINATED

Vaccines are routinely offered to everyone in the UK free of charge on the NHS and the ages at which they should ideally be given. If you're not sure whether you or your child have had all the routine vaccinations, ask at your GP surgery, or click on the link for more information.

www.nhs.uk/conditions/vaccination/s/



APPOINTMENT SYSTEM

Patients when booking an appointment can:

- Book an appointment up to 1 month in advance or **emergency appointments** On the day requests will be offered either:
 - o An Emergency appointment at the practice
 - o A telephone triage, call back from GP
 - o An appointment to go to the sister service Harness Hub based in and around Brent.
 - o Our **newest** Service of **E-consultation Hub**.
 - o Finally, the walk-in centres, in Belmont Circle, Edgware Hospital or Pinner.

All calls are vetted and directed to either see or speak to the right person.

NEW CORE OPENING HOURS

The practice has reviewed its core opening hours and to meet NHS & patient demand we are now Open **Mon-Fri 8am to 6:30pm**, both doors and phones. However phones are switched off between 1-3pm.

If the door is closed due to our lone working policy, then patients are required to ring the bell for attention.

Dr AM GP Clinic Times:

Monday – Friday
9:30 to 12:30pm

Dr AM Nurse /HCA Clinic Times: 9:30 to 13:00pm

Dr PM Clinic Times

Monday - Friday
5pm to 6:30pm

Extended Hours Clinic is on

Tuesday Till 7pm GP &
Wednesday 7pm GP & till
7:30pm Nurse

DELAY DURING YOUR VISIT

We apologise for delays caused by patients with unexpected complex or multiple problems when visiting the GP.

When booking we can't foresee which patient will need more time than the average 10min. Please forgive any delay.

You may one day need extra time for your own problems or concerns.

EMERGENCY OUT OF HOURS:

1) For Advice Please Ring **NHS 111**

2) **Harness HUB Clinics** are available with Pre-Booked Appointments Everyday 8am To 8pm Mon-Sun Speak To Reception Staff to book.

3) In a **Life Threatening** Emergency Call **999**

4) For Out of Hours Calls Contact: **Harmoni Our Doctors Cooperative**
0300 130 3015



PRESCRIPTIONS

Please note we now may require up to **72 hours** written notice for repeat prescriptions requests.

PLEASE ensure you use your right-hand prescription request form.

UPDATE YOUR DETAILS

Please update your mobile phone details at reception when you check in for your appointments. This will allow us to send you a text message to remind you of your appointments.



PLEASE COMPLETE A FFT SURVEY



Comments & Suggestions

The practice would love to hear from our patients to help us improve the practice and would like to hear from you, your point of view and to perceive how the practice is running in our eyes. Please find our Comments & Suggestion box in the waiting area.



WELCOME TO JOIN PATIENT PARTICIPATION GROUP (PPG)

Alternately have your say about the services provided. Please join our PPG group discussion



CQC Overall Rating

GOOD

Awarded May 2017