



WEST4GPs



Winter Edition Newsletter 2022

Practice News

Dear Patient,

Firstly, Happy New Year! We hope you are all well and staying safe. We have realised it has been some time since we provided you all with an update and a seasonal newsletter. Please read and enjoy this newsletter for updates about the practice, our staff and services.

In the last 2 years we have welcomed and said goodbye to members of our team. We did welcome 3 new salaried GPs: Dr Jaber, Dr Worsfold and Dr Tirodkar who have been an asset to our doctoring team. Sadly, Dr Jaber and Dr Worsfold have recently left the practice and we wish them all the best in their future endeavours.



We also welcomed two new healthcare assistants Sherri and Maryna who are a wonderful addition to the practice team.



Dr Gerry moved away from the practice but still works remotely from home to assist with care plans for patients. Dr Lau has been on maternity leave but after the birth of her baby girl last winter, is due back very soon this Spring.

We previously welcomed back all staff who were shielding due to the pandemic, and have seen others go on maternity leave who have all now had their beautiful babies. The rest of the team are still here and all working hard behind the scenes to provide you with the best care we can.

Appointments

The surgery is open for patients to have appointments with members of our clinical team. Please note that any request for a doctor's appointment must be triaged by the doctor first who will call you for the consultation. The doctor can then decide if you need a face to face appointment or not. When calling our reception team, you will be asked the nature of the appointment and if it is urgent/emergency, please be assured this is needed for the doctors to triage.

When face to face appointments are required, the doctor will arrange this themselves and book you in – or will arrange for our team to do this for you.

All nurse and HCA appointments can be booked in advance and you can do this at reception or by calling our team.

Blood test appointments are done with our phlebotomist Karen or if needed with our HCAs.

OOH/Hub Practice Opening Hours



Days	Holly Road Medical Centre	Gill Medical Centre	Skyways Medical Centre	Spring Grove Medical Practice	HMC Health, Heart of Hounslow
Mon-Friday	18:30-20:00	18:30-20:00	18:30-20:00	18:30-20:00	18:30-20:00
Saturday	8:00-20:00	8:00-20:00	8:00-20:00	CLOSED	CLOSED
Sunday	CLOSED	8:00-20:00	8:00-20:00	CLOSED	CLOSED

E-consult Service

Due to the need for our staff to vaccinate over the winter period, this service was temporarily switched off. Please see our website for more information on this.

We plan to re-open this service at the end of January.

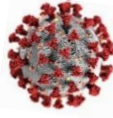


Out of Hours (OOH)

On the days the practice is closed, or no appointments are available, you can access appointments through our hub practice and other OOH services. These need to be booked via reception.

WEST4GPs

All things CORONAVIRUS



Vaccines

Our health centre is still being used occasionally as a hub for these to take place.

Please book in to have your booster with us (but it must be 12 weeks since your 2nd dose).

If you have had your vaccines done in a different country, you can send us the information to our email west4gps@nhs.net and we will note it on your record. email west4gps@nhs.net and we will note it on your record. Please note that these vaccinations will not show on the app in the same way, please use this link which allows you to register it officially on to your records.

<https://www.nhs.uk/conditions/coronavirus-covid-19/coronavirus-vaccination/tell-nhs-about-coronavirus-vaccinations-abroad/>

Sick notes

Please be advised that you can self-certify for the first 28 days by using the link on the government website.

<https://www.gov.uk/government/collections/fit-note>



NHS App

You are able to view your covid record/vaccines on the app.

Please note that we are separate to this app and are not able to alter its information or programming. It may be that you need to register with our Systmonline account and get Full Clinical Access before you can view all your information. Please email us or speak to our receptionist for more information on this if necessary.

For more general information on the app see the link below.

<https://www.nhs.uk/nhs-app/>



Prescriptions

If you require a repeat prescription of an item that appears on your repeat list, then please use the online service or bring your repeat slip to the surgery.

- Go to SystmOnline
- Enter your login details. If you need these reset because you have forgotten them then please send us an email to west4gps@nhs.net and we can reset them for you
- Once logged in click Request Medication
- Tick the boxes of the medication you would like to order
- Press Continue



Please note the online service is only used for items, quantities and doses that appear on your repeat list, and is not for repeat dispensing. If you would like to request something that does not appear on your repeat list, you will need to send an e-mail until our e-consult service is resumed.

For contraception or HRT medication, please send an e-mail until e-consult is resumed.

We do not take requests over the phone.

Please allow **two full working days** for your prescriptions to be completed.

