

Patient Participation Group Newsletter

Dec 2024

Dear patients,

Thank you for continuing being a member of our Patient Participation Group. As you are aware your views and opinions are highly valued. Your experiences matter and can bring different ideas to the surgery to help us treat patients better and / or to improve what we do in some way.

You will also gain a better understanding of the NHS, and gather feedback from other patients.

What is the Patient Participation Group or PPG?

A Patient Participation Group (PPG) is a group of people who are patients of the surgery and want to help it work as well as it can for patients, doctors and staff. The NHS requires every practice to have a PPG.

Please be informed that a PPG meeting is **not** to discuss any personal complaints about the care you have received from the practice. If you wish to make a complaint, please refer to complaints practice leaflet.

Our team members:

Dr Luna Das – Lead GP

Dr Miraj Patel

Dr Rebecca Barber

Dr Dilip Patel

Dr Lucy Rigg

Dr Mohammad Alradhawi – F2 Doctor on 4-month training post.

Mrs Lucia Tapaoan (Lucy) – Practice Nurse

Mrs Sarah Holroyd – Health Care Assistant

Mrs Enida Cipa – Practice Manager

Miss Surili Patel – Assistant Practice Manager

Mrs Suzanne Buckler – Receptionist

Miss Moloya Bhowmick (Molly) – Receptionist

Miss Khin Lay Wai – Senior Admin

Our services and clinics

It has been more than a year since the merger took place we have been running several clinics and here is a reminder of our clinics and services:

- Child Immunisations;
- Dressings, Wound Care;
- Family Planning: Contraceptive pills and injections - practice nurse;
- Travel clinics
- Coil Fitting provided by GP.
- Minor Surgery- Joint Injections by GP;
- Phlebotomy – onsite and offsite
- Warfarin Clinics;
- Free NHS CVD health checks for patients above the age of 40;
- Chronic disease monitoring, i.e diabetes, hypertension, respiratory and so on,
- Cancer Screening: Bowel Cancer, Breast Screening and Cervical Screening – Cervical screening can also be booked late evenings and Saturdays at a nearby location. Please contact surgery for more information.
- 12 lead ECGs
- Single Lead ECGs
- Onsite MSK Physio
- Community Mental Health Practitioner clinic
- Flu Clinics
- ABMP (24hr BP monitor)

Furthermore...

Acton Primacy Care Network (PCN) has been busy in assuring that all patients registered in our practices in Acton receive extended access via the following services/sites:

PCN Hub which is based in Crown Street Surgery, 2 Lombard Court, 1-23 Crown St, Acton W3 8SA, offer out of hours' doctors - which means that our patients can also consult doctors out of our opening hours and on Saturdays.

They also manage some of the Chronic diseases managements/ health checks/ smear tests/ wound dressing. They can also do blood test on their site only on Saturdays before 1pm.

Please note that the hub will only see patients booked by their own surgery. To book your health checks please do contact us on 020 8997 6604.

Patients' access got even better. Some of you might have heard of 'Pharmacy First Service'. In May 2023 NHS England and the Department of Health and Social Care announced a Delivery plan that enables patients to get certain prescription medications and consultations directly from a pharmacy, without a GP appointment.

Benefits of Pharmacy first:

- Pharmacist equally trained as doctors on the following treatments. (If pharmacists cannot treat you on their end, they will inform the practice so you will not miss out)
- Faster care - you will be contacted within 3-5 working hours

- They can do telephone and face to face consultations - depending on the condition and the patient, they would call patient first and decide if need to be seen face to face.
- Can prescribe medications on prescriptions
- Pharmacists can treat patients from 1-year-old and above
- They use same clinical system as GP surgeries
- Opened on weekdays and Saturdays
- 3 nearby Locations:
 - **Cross Chemist**, Mon – Fri: 8.30 am -7pm, Saturdays: 8.30am-6pm,
Tel: 020 8998 3515, 5 Royal Parade, Hanger Ln, London W5 1ET
www.crosschemist.com
 - **Terry’s pharmacy**, Mon – Fri 9am to 6pm, Saturdays 9am –1pm,
Tel: 020 8997 2954, 4, Castle Hill Parade, The Avenue, London W13 8JP
www.terryspharmacy.co.uk
 - **Mattock Lane Pharmacy** (free parking) Mon – Fri: 8.45am -7pm, Saturdays: 9am-5pm, Tel: 020 8567 9153, 8, St Johns Parade, Mattock Ln, London W13 9LL
www.mattocklanepharmacy.co.uk

Self-referral treatments – no need for GP to refer

Clinical Pathways (Pharmacy First): Signposting / Self-referral or Referral options			
https://bit.ly/pharmacyfirst		Inclusion	Exclusion
<input type="checkbox"/>	Sinusitis	Adult & Children >12yrs	Immunosuppressed, Chronic sinusitis (more than 12wks), Pregnant individuals under 16yrs
<input type="checkbox"/>	Sore Throat	Adult & Children >5yrs	Pregnant individuals under 16yrs
<input type="checkbox"/>	Acute Otitis Media	Children 1 -17yrs	Recurrent otitis media (3 or more episodes in 6mths or 4 or more episodes in 12mths) Pregnant individuals under 16yrs
<input type="checkbox"/>	Infected Insect Bites	Adult & Children >1yr	Pregnant individuals under 16yrs Bite/scratch from animal, human, tick, occurred whilst outside of UK, unusual/exotic insect
<input type="checkbox"/>	Impetigo	Adults & Children >1yr	Bullous impetigo, Recurrent impetigo (2 or more episodes in same year); Pregnant individuals under 16yrs
<input type="checkbox"/>	Shingles	Adults >18yrs	Pregnant individuals
<input type="checkbox"/>	Uncomplicated UTI	Women 16-64yrs	Pregnant individuals, Urinary catheter, Recurrent UTIs (2 episodes in last 6mths or 3 episodes in last 12mths)

Minor Illness Treatments on referral.

Admin team are able to send these referrals to ‘Pharmacy First’ and no need to consult GP. You only need to mention your illness symptoms. If it is not on the list, we will still make a note of the referral and forward to their team to assess.

Annex D: List of minor illness symptoms groups identified for referral to a community pharmacist

This list is not exhaustive.

- Acne, spots, and pimples
 - Allergic reaction
 - Ankle or foot pain or swelling
 - Athlete's foot
 - Bites or stings, insect, or spider
 - Blisters
 - Constipation
 - Cough
 - Cold and 'flu
 - Diarrhoea
 - Ear discharge or ear wax
 - Earache
 - Eye, red or irritable
 - Eye, sticky or watery
 - Eyelid problems
 - Hair loss
 - Headache
 - Hearing problems or blocked ear
 - Hip, thigh, or buttock pain or swelling
itch
 - Knee or lower leg pain
 - Lower back pain
 - Knee or lower leg pain
 - Lower back pain
 - Lower limb pain or swelling
 - Mouth ulcers
 - Nasal congestion
 - Pain and/or frequency passing urine.
 - Rectal pain
 - Scabies
 - Scratches and grazes
 - Sinusitis
 - Shoulder pain
 - Skin, blisters or rash
 - Sleep difficulties
 - Sore throat
 - Teething
 - Tiredness
 - Toe pain or swelling
 - Vaginal discharge
 - Vaginal itch or soreness
 - Vomiting
 - Wound problems – management of dressings.
 - Wrist, hand, or finger pain or swelling
- They also do ALL Oral Contraception Pill Checks. They do both Initiation and repeats as well. Please ask your surgery to send a referral to their team.

For more information, please visit the following link:

<https://www.england.nhs.uk/primary-care/pharmacy/pharmacy-services/pharmacy-first/>

First Contact Physiotherapy

If you are aged 18 years and over the admin team might book you directly with First Contact Physiotherapy and they can assess you for the following:

Musculoskeletal pain and/or swelling associated with muscle/ tendon/joint/bone/ligament including sports injuries. *E.g. muscular strain, tennis elbow, knee injury etc.*

Spinal pain including neck, mid and low back pain.

Spinal or peripheral nerve related conditions: *E.g. Carpal tunnel syndrome, sciatica etc.*

Osteoarthritis – any joint

First Contact Physiotherapy offer telephone and Face to face appointment. On occasions your first assessment might be over the phone

Suvera

Our Primary Care Network (Acton PCN) enlisted Suvera to support people who are high risk of diabetes and also supporting people living with Type 2 diabetes across their entire PCN footprints. The services surpassed expectations and delivered high patient satisfaction

Suvera are a digital healthcare organisation that help scale long-term condition management through virtual solutions, enhancing patient empowerment and system efficiencies. Their team is made up of highly trained GPs, pharmacist, pharmacy technicians and care advisors to support patients and keep them in good health.

For more information, please visit the following link: <https://www.suvera.com/case-studies/acton>

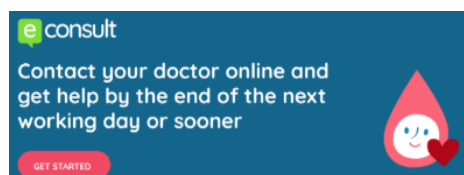
Patient Online Access

We are encouraging patients to use online services, such as NHS APP, SystmOnline, eConsult.

eConsult

To contact your doctor online and get help by the end of the next working days or sooner. Please visit our website:

<https://www.boileauroadsurgery.nhs.uk/>



NHS App and SystmOnline

SystmOnline and the NHS App allows you to access a range of NHS services. You can download the NHS APP on your phone or tablet. You can access the same services in a web browser by logging in through the NHS website by visiting: www.nhs.uk/nhs-app/account/ You must be aged 13 or over to use the NHS APP. You also need to be registered with a GP surgery in England or the Isle of Man. Find out more about who can use the NHS APP by

visiting: www.nhs.uk/nhs-app/nhs-app-help-and-support/getting-started-with-the-nhs-app/who-can-use-the-nhs-app/

What you can do with the NHS App

- Order repeat prescriptions and nominate a pharmacy
- Book and manage appointments
- View some of your GP Health records: Blood test results, allergies and medicines
- Get your NHS Covid Pass and many more.

To login to your SystmOnline please visit

<https://systmonline.tpp-uk.com/2/Login?Date=20240614133224>

How to order your medications?

To order a repeat prescription you need to request it in writing which can be done in person and in writing, or via the online services, if any problem with online services you can order them by emailing us at admin.brs@nhs.net. Please allow **3 working days** for the prescription to be issued. Most of the prescriptions now go electronically which you can collect directly from your pharmacy or any pharmacy.

Please be informed that every few weeks your medications need to be reauthorized and sometimes you will not be able to order/view them via the app. If this happens, please do send a free text with the name /dosage of the medication via the app for the clinician to review/action

New service in the Surgery:

- **Single Lead ECG service:**

New service available at the surgery. Patients who are aged 55 years and over and who do not have Atrial Fibrillation diagnosed can be checked once a year. This can also be done opportunistically when seeing nurse or health care assistant.

- **ABPM Service – 24hr BP monitor**

Patients can book with our Health Care Assistant (HCA)

Patients' Feedback:

We want you to have the best possible experience of care.

The **NHS Friends and Family Test** and **I Want Great Care website** are ways of gathering your feedback, so we can continually review our service.

Your feedback will help us learn more about what you think of your experience – what you like and what you think we could improve. Ultimately, you're helping us to make changes that will ensure we can offer the best possible care.

Feedback can be given online by visiting the following links:

NHS Friends and Family Test

<https://www.boileauroadsurgery.nhs.uk/friends-and-family-test/>

Print outs of Friends and Family test are also available in reception

NHS Boileau Road Practice

The NHS Friends and Family Test

We would like you to think about your recent experience of our service. How Likely are you to recommend our service to friends and family if they needed similar care or treatment?

Extremely Likely	Likely	Neither likely or unlikely	Unlikely	Extremely Unlikely	Don't Know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

What is the main reason for your answer to the question?

A little bit about you:

Are you?
Male Female

What is your birth year?
e.g. 1983

Which of the following best describes your ethnic background?
White Black or Black British
Other white background African Other Black background
Asian or Asian British Indian Pakistani Bangladeshi Chinese Other
Other Asian background Anything else I would rather not say

Do you consider yourself to have a disability?
Yes No Details: _____

Mixed White and Black Caribbean White and Black African Other Mixed Background

Who was the main person who answered the questions?
 Me the patient Me, the parent or carer Both the patient and parent/ carer

We would like to thank you for providing us with feedback to improve our services. If you wish your anonymous comments NOT to be shared, then please tick here:

I Want Great Care website:

www.iwantgreatcare.org/gpsurgeries/the-boileau-road-surgery

Please leave a review!

Celebrating Success

Congratulations to our Health Care Assistant, Sarah, who achieved the esteemed London Tri Gold Medal as she did the 3 things:

- London Marathon*
- 100-mile Cycle Ride*
- 2-mile Swim*



Congratulations to our long term Locum GP

DR DILIP PATEL

who received Certificate of Excellence for the Year 2024

iWantGreatCare



Dr Dilip Patel

[See profile](#)

★★★★★ [543 reviews](#)

[Write a review](#)



Dr Dilip Patel was awarded the iWantGreatCare certificate of excellence in 2024 for delivering outstanding care.

☆ Reviews

5 ★★★★★ [543 patient reviews](#)

[Review this doctor](#)