

# OCTOBER NEWSLETTER

TEL. 0207 435 7282



## WELCOME BACK!

Dear Patients,

We are thrilled to announce the return of the Park End Surgery newsletter after a break of a few years!

We've missed connecting with you through this informative platform and are excited to resume sharing important health updates, events, and resources with our valued community.

### Patient Feedback

Your opinion matters! Take a moment to share your feedback by completing our Friends & Family questionnaire, which you can find on the home page of our website. Tell us about your recent experience at Park End Surgery. We value your input and continuously strive to improve our services.

### OUR TEAM:

We're excited to introduce our new Doctor Registrars, who joined us in August 2024. These fully qualified doctors are completing their placements in General Practice, with rotations lasting between 6 to 12 months. Rest assured; our team will inform you if your appointment is scheduled with one of them. They're here to support our efforts in providing you with the highest standard of care.



Dr Chandni Patel  
Dr Charlie Thurston  
Dr Hamish Patel  
Dr Nivaran Aojula  
Dr Vaibhavi Kulkarni

### Extended Access Service Out Of Hours



Did you know that our practice offers extended access services outside of regular hours? If you need medical assistance when our practice is closed, simply call **020 7428 5701** to access the out-of-hours service. Monday to Friday, 6.30pm – 7.45pm and Saturday 9.15am – 4.45pm.

Between the hours of **6.30pm to 8pm Mondays to Fridays** and **between 9am to 5pm on Saturdays**

The **Extended Access Service** will be provided by **Camden Health Partners** and will be based at the following host site:

**Hampstead Group Practice** –  
75 Fleet Road, NW3 2QU

**Parliament Hill Medical Centre**  
113-117 Highgate Road, NW5 1TR

**Caversham Group Practice**  
4 Peckwater Street, NW5 1UP



## INFLUENZA SEASON 2024/2025

Starting from the 3rd of October 2024, we will be running our annual Flu clinics, from October the 3<sup>rd</sup> till October the 18<sup>th</sup>. You should have already received a text invitation with a link to self-book your appointment. Due to limited vaccine supplies, we recommend booking your slot as soon as possible to ensure availability.



If you're unable to book through the link provided in the text message, please call us directly to schedule your Flu jab.

### Information About PPG and How to Get Involved

The Patient Participation Group (PPG) is a group of patients who work together with the practice to improve the services offered. The group meets 3 times a year and works as a link between patients and practice.

Your views are important and will be listened to. It may not be possible to act on every suggestion, but all feedback is very valuable.

The aims of the PPG:

- To offer feedback and contribute ideas for enhancing the practice.
- To share patients' experiences.
- To provide assistance in development of new services
- To improve the provision of health care



### ONLINE PLATFORMS

We understand that securing appointments can sometimes be challenging.

That's why we encourage you to utilise the NHS App platform. You can book appointments and request prescription refills.

You can also contact us through our online e-consultation platform on the home page of our website.

### MISSED APPOINTMENTS IN THE LAST THREE MONTHS:

#### 180 APPOINTMENTS.

We understand that sometimes plans change. If you're unable to attend your appointment, please let us know as soon as possible by giving us a call. This allows us to offer the slot to another patient in need.



You can also cancel your appointment online through your patient access account. If you're unsure how to do this, feel free to call us after 4:00 PM, and one of our receptionists will be happy to assist you.