



Belgrave Medical Centre

Winter Newsletter 2023



PPG Membership

The PPG consist of about a dozen or so registered patients who meet approximately every Quarter across all practices?

Using 'Microsoft Teams 'Our Practice currently meet online on a Wednesday afternoon,

We form a link between the patients and Belgrave Medical Centre (BMC) with a view to making a useful contribution to the improvement of existing services and help BMC to identify and develop new services that meet the needs of patients.

We invite our patients who are interested in joining BMC PPG to attend a meeting as an observer, to meet the other PPG members and see what we do and then they can decide if they want to join us. We do this because in the past we have had people express an interest in joining us, they have attended a couple of meetings and then decided they don't want take part after all.

We ask all members and visitors to sign

confidentiality forms as we do, at times, deal with confidential items and issues which should not be discussed outside of these meetings.

I am the practice manager, Alexander Hennessy and if you think you would like to attend a meeting, please email alexander.hennessy@nhs.net and we will send you the relevant forms.

GP's at the Practice:

Dr Victoria Muir (GP Partner)
Dr Francesca Oley (GP Partner)
Dr Owen Waldin (Salaried GP)
Dr Maria Lazari (Salaried GP)
Dr Richard Devine (Locum GP)
Dr Hana Abu-Hassan (Locum GP)

Catch on Influenza Vaccines:

We are delighted to have seen so many of our patients who are eligible, or invited for, their Flu vaccine at our recent vaccination clinics, and we wish to thank all those who attended in helping these run so smoothly.

Although our clinics are winding down now, some opportunities remain for those who haven't yet had a chance to get booked in for their vaccine. We would encourage you to organise your vaccine at the earliest opportunity; cases of flu remain high in our community.

PATCH's

Patches is a next-generation online and video consultation system. Online consultation systems have been around for a while, but have so far had a limited impact on primary care. Following the onset of the COVID-19 pandemic, all GP practices are now expected to have an online consultation system. Please go to <https://www.belgravemedical.co.uk> and click on the link PATCH's



New Telephone System

We understand the frustrations patients sometimes have when contacting their busy GP practice. We have implemented a company called Surgery Connect who have devised innovative technology solutions to make this process as simple, as fast and as secure as possible. We have had some problems with the current phone system and we want to apologise for this, however hopefully we can rectify this by providing an easier process to book appointments, discuss prescription, find out test results and most importantly know when your call will get answer. 'these are our practice contact details below.'

Belgrave.medical@nhs.net —
020 7730 7030



E-HUB – South Westminster

As a practice we can offer you appointments outside of our core hours from Monday to Saturday – Sometimes our receptionists will offer this to you, if we have no appointments available.

EHub Hours:

Monday: 18:30 to 20:00
Tuesday: 18:30 to 20:00
Wednesday: 18:30 to 20:00
Thursday: 18:30 to 20:00
Friday: 18:30 to 20:00
Saturday: 09:00 to 17:00



Minor Ailments for Pharmacy Use

How does the service work?

• You will be able to get advice and free treatment (if you need it) from your pharmacist for minor illnesses and complaints, such as:

acne	headache
athlete's foot	head lice
backache	indigestion
cold sores	mouth ulcers
constipation	nasal congestion
cough	pain
diarrhoea	period pain
earache	thrush
eczema and allergies	sore throat
haemorrhoids (piles)	threadworms
hay fever	warts and verrucae

• Your pharmacist, like your doctor, can only give out certain medicines and products. You may not get the medicine or product you would normally buy.

• If your pharmacist feels it is better for you to see your GP, they may refer you directly or ask you to make an appointment with your GP.

Surgery Information

The Surgery will be open until 22nd December until 6:30pm.

Christmas and New Year opening times:

- 26th December – CLOSED
- 27th December – Open 8am – 6:30pm
- 28th December – Open 8am – 6:30pm
- 29th December – Open 8am – 6:30pm
- 30th December – CLOSED

Please remember to request your medication for over the holiday period, in good time. This will allow for the prescription request to be raised, signed by a GP, and submitted to your nominated pharmacy in good time.



Positive Feedback

If you had a positive consultation with anyone at the practice makes sure you drop us good feedback or service experience

[Leave a review - Belgrave Medical Centre - NHS \(www.nhs.uk\)](https://www.nhs.uk/feedback/)

Feedback on the Newsletter

We would like to hear your feedback on the newsletter. Do you find it useful or informative? Is there something you would like us to cover in future? If so,

Email us with your comments or a request to receive the Newsletter by Email to alexander.hennssy@nhs.net or leave a note for the PPG at reception.



Repeat Prescribing Policy

After many years of accepting repeat prescriptions requests over the telephone, we have taken the decision to reduce this service. Instead we encourage our patients to order through apps such as the NHS app or Airmid app or via Online access. Alternatively, you can submit a written medication request form. Forms can be obtained and submitted at the reception.