

St Johns Wood Medical Practice

PPG Summer Newsletter 2022

Practice News & Information

☺ Welcome to Ana Skrinda, Gooneshwaree Jeewon, Hujai John, Keiran Dolan and Shawina Emmanuel who have joined the Reception team.

☺ A fond farewell to Louise Sealey from our Administrative team. All the best from the team at St Johns Wood on her next chapter.

PATCHS is Live!



Visit our website home page www.stjohnswood.nhs.uk to find PATCHS – the new fast way to contact the Practice.

PATCHS launched on Friday 8th July and is a secure on-line, simple and flexible way for patients and their carers to contact the practice. This service enables us to triage and respond to requests more rapidly, thereby reducing pressure on our phone lines.

1268 patients have already registered and you can register any time by visiting www.stjohnswood.nhs.uk and clicking on the PATCHS logo. Current patient feedback via the PATCHS tool rates the service at 4.2 out of 5 – a patient comment from 08.08.22 “It is my first time to use it and I find it very easy and straight forward. Also, the person that answered my call in the practice earlier today and helped me register was a wonderful, kind and helpful person.”

Our Practice Patient Participation Group (PPG) is going to create a patient user guide to demonstrate how to register and use PATCHS. In the meantime, please speak to a member of the reception team if you would like further information or help to access it.

patches

Practice Response to COVID-19

UPDATE!

We are happy to announce that the practice is back up and running as normal. You can contact the Practice via PATCHS at www.stjohnswood.nhs.uk. If you require help with PATCHS or do not have online access please call telephone number 020 3657 9449.

Practice opening hours can be found here www.stjohnswood.nhs.uk/appointments/opening-times/.

NHS England Guidance states that patients who enter GP practices in England no longer have to wear a face mask unless they have respiratory symptoms. For more information please speak to a member of the Reception team.

PPG- Patient Participation Group

Our Patient Participation Group (PPG) provides a link between the practice and its patients. The group meets quarterly in person and online to assist the practice to better understand its patients and provide better healthcare through communication and access to surgery facilities.

We always want to recruit a cross representation of our patients to help improve our services. If you would like to join, please contact the practice to speak to the Clinical Coordinator team.



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Age UK Digital Inclusion Services

Age UK Westminster can support Westminster residents aged 50+ build their confidence and knowledge using digital devices such as smartphones, tablets/iPads and laptops.

The service run monthly drop-in sessions – if you would like more information or to join please contact Sarah Robinson on **Tel: 07399 301938**

Self-Referral Services

Providing you are a resident in the Westminster or Camden area, there may be local support groups and services available to you that you can contact directly such as Carers support, Citizens Advice Bureau, Physiotherapy or Healthy lifestyle support programmes. For further information please take a leaflet in the reception area or click here:



Self Referrals - V2.2
Secure.docx

The National GP Patient Survey Results 2022

The GP Patient Survey is an independent survey run by Ipsos on behalf of NHS England, sent to over two million people across the UK. The results show how people feel about their GP practice.

Our patients rated their experience of our practice highly. 81% of patients described their experience as good compared to a national result of 72%

If you want to see in more detail what our patients said about the Practice in the 2022 survey, visit: www.gp-patient.co.uk and enter practice name: St Johns Wood Medical Practice.

We strive to provide a good service; if you have any positive feedback or suggestions you can visit www.nhs.uk/services/gp-surgery/st-johns-wood-medical-practice/E87609/leave-a-review

Sun Care

Please remember that at this time of year the sun is strongest between the hours of 11am and 3pm. Please avoid prolonged exposure to strong midday sun, protect children's skin with bodysuits if out in the midday sun and use sun cream with sun protection factor (SPF) of at least **30** and at least 4-star UVA protection

Mental Health and Wellbeing

Our Mental Health is dynamic and can change from moment to moment, day to day, month to month or year to year. It can be affected at any time in our lives, whether this is because of a relationship breakdown, a bereavement or financial worries.

Below is a list of resources that you and your family can access if you are concerned about yourself or someone you know:

- **Kooth** - Free counselling and online support for young people aged 11-25
Web: www.kooth.com **Tel No:** 0800 45 46 47
- **Good Thinking** provides mental wellbeing support for London, including free NHS-approved apps to help you deal with stress, anxiety, low mood, poor sleep etc.
Web: www.good-thinking.uk
- **IAPT**- Talking therapies for adults aged 18 and over for a range of difficulties, such as stress, low mood and anxiety. You can self- refer or speak to your GP to be referred.
www.talkingtherapies.cnl.nhs.uk/Westminster
Tel No: 030 3333 0000

Let's get talking about mental health, it's okay to ask for help!



Immunisations

Is your child due their immunisations? Vaccination is simple and reduces the chance of serious illness by up to 90%. To book an appointment please contact the Practice for an appointment with the Practice nurse today!

Polio Booster Update – Children aged 1 to 9 years old in London will be offered a booster dose. Please wait to be contacted by the NHS for guidance on how to book in our area.

Covid / Flu Autumn 2022 - Exact details of the timescale of when the vaccines will be available are yet to be clarified; those eligible will be contacted nearer the time.

SURGERY OPENING TIMES

We are open from 8:00am - 6:30pm
Monday to Friday

Web: www.stjohnswood.nhs.uk

Tel: 020 3657 9449