



Introduction of new staff ..

In the last few months, we have been recruiting for GPs and various allied health professionals. You may have already met some of them, but here is a brief introduction to our new clinicians.

GPs: Dr Chu and Dr Mathew have joined the practice as fulltime salaried GPs.

Clinical Pharmacists: We have three Pharmacists at the Surgery; Radhika, Amjid & Kiran. They are best placed to complete annual medication reviews, review blood test results and blood pressure readings. Annual reviews for patients with conditions such as asthma, depression, learning disabilities, etc. can be booked in with our Pharmacist, Amjid.

Paramedic & Physician Associate: Our inhouse Paramedic, Kirsti and Physician Associate, Rachel can attend to any minor ailments, such as aches, pains, soreness and infections in adults and children. Patients online submissions are triaged and booked in with both Kirsti and Rachel for same day appointments. Our Paramedic also attends to house visits for patients who are housebound. House visit requests are first triaged by a GP before the visit is made. Patients who are able to attend the Surgery may not receive a house visit.

Mental Health Nurse: Sheik has been recruited to work across various surgeries as a Mental Health Nurse. He is working at Parkwood Surgery on Mondays & Tuesdays. Please call the Surgery if you would like to book an appointment with him.

Partners

Dr M Nicholas

Dr A Kamal

Dr F Sunassee

Associates

Dr T Fernandes

Dr A Gohar

Dr T Chu

Dr J Price

Dr C Mathew

Registrars

Dr A Patel

Pharmacist

Miss R Lakhani

Mr A Hussain

Mr K Chauhan

Paramedic

Kirsti Hindley

Physician Assoc

Rachel Smith

GP Assistants

Reka Nagelova

Angela Woodley

Practice Nurses

Ann Timms

Practice Managers

Ms A Badu

Asst Practice Managers

Miss K Day

Miss M Islam

Care Navigation

The NHS has commissioned local care providers to signpost patients whose medical conditions can be seen by Allied Professionals, which helps to free GPs to attend to patients with acute conditions. Our Reception staff are trained to triage medical requests and refer any minor ailments to Care Providers, such as your local pharmacy. If the Care Providers refer patients back to the GP, these requests will then be triaged by a Doctor at the Practice. The NHS has provided this to Primary Care Services to reduce pressures, and to give patients the opportunity for alternate best care. Clinicians such as Pharmacists and Physiotherapists are specifically trained within their field and can offer direct care according to patient needs. Local Chemists are trained to provide medication for minor ailments, which may not require being seen to by a Doctor.

CHRISTMAS DATES

We understand the difficulty of medical care over the Christmas period. **To ensure that everyone is covered, our cut off date for prescription requests is Wednesday 20.12.23.** Prescriptions may be brought in after this date however, we cannot guarantee that they will be provided before Christmas.

Mon 25 th Dec	-	CLOSED
Tue 26 th Dec	-	CLOSED
Wed 27 th Dec	-	08h30—18h30
Thu 28 th Dec	-	08h30—18h30
Fri 29 th Dec	-	08h30—18h30
Mon 1 st Jan	-	CLOSED
Tue 2 nd Jan	-	08h30—18h30

We wish you all a Merry Christmas & Happy New Year!



Introduction to our appointments

Same day appointments can be made via our telephone triage system or online consultation. This will then be triaged by a Doctor, supported by our trained staff, who will bring any urgent requests in to be seen by a Clinician in a face-to-face appointment.

Please allow up to 48 hours for these requests to be processed.

Review appointments are our regular appointments booked ahead of time for medical conditions over a long-term basis. These requests cannot be submitted through our online consultation, as you will be asked to call in to book an appointment.

Call back appointments can be booked for patients who may not require to be seen face-to-face, but can equally benefit from a call back appointment with one of our Clinicians. These can be booked by calling or visiting the Surgery.



Patient Online Triage

There are two options on our online consultation page. Admin and Medical queries.

Admin queries are sent to our Reception team. This can be requests for Doctor's letters or sick notes. Patients must have had an appointment with a Clinician and issued a sick note before they can request for further sick notes via online consultation. Follow-ups on referrals or test results, or any other query that the reception staff can assist with. Please be advised, only acute prescriptions can be requested through this service. For repeat prescriptions please use Patient Online Access to submit your prescription request. To sign up for Patient Online Access, please visit our website or come into the Surgery. You will need to provide a proof of ID upon signing up. You can submit prescription requests, view test results, and view your medical records through Patient Online Access.

Medical queries are for urgent same day requests, which are sent to our Doctors to be triaged. If the Doctor feels that you should be seen face-to-face, you may be booked in for a same day appointment. If there are times when you cannot be contacted please help us by including this information on your request.

Patient Yearly Reviews

If you have any of the following conditions, your GP requests that you have a yearly review with one of our Clinicians.

- ☞ Asthma
- ☞ Diabetes
- ☞ Learning Disability
- ☞ Hypertension
- ☞ Rheumatoid Arthritis

These can be booked in with one of our GPs or Pharmacists and you may be required to complete a blood test or blood pressure check before your appointment.

Regular reviews are necessary to ensure that your condition is well monitored, even if you are under specialist care of a Consultant at the hospital. Whenever you attend the hospital, please advise your consultant to send copies of your review to Parkwood for our records. Receiving confirmation that a medical review has taken place, ensures your records are kept up-to-date and that your condition is being monitored. In some cases, the need for blood test results to help with your repeat medication requests is also very important. The care of patients by Clinicians is a two-way process and relationships are strengthened with patients engaging with GPs by adhering to requests for their care. This helps to maintain the delivery and monitoring of healthcare to ensure all patients medical conditions are attended to.

