

North Kensington Medical Centre News- Spring 2023

Welcome to the spring edition of the North Kensington Medical Centre (NKMC) Newsletter. This is the first edition of the newsletter since the COVID-19 pandemic. We hope that you find the following update on the practice helpful.

The surgery is now open and running as normal. Patients can choose whether they would like a face to face or telephone appointment as it best suits their needs. For certain conditions that require examinations they are encouraged to book a face to face appointment to ensure we make best use of the available appointment slots. For telephone appointments, patients are given an allocated call time and we will call within 1 hour of this slot. We are offering all routine healthcare screening checks such as diabetic and blood pressure checks, as well as preventative screening appointments such as NHS health checks for patients aged over 40 years. We are regularly texting and contacting patients who require these screening appointments, please do respond and book an appointment to come in and see us.

Coming out of the pandemic we are seeing the NHS under great pressure. We would ask that patients work alongside us to try and make the best use of the available appointments and resources that we have. This includes cancelling appointments including telephone appointments in good time if it is no longer needed or you can no longer attend so that we can utilise the slot for another patient.

We would like to thank our patients for their understanding throughout the pandemic. Due to staff illness we have had to make the unusual step of cancelling a small number of clinics at short notice for which we apologise.

New Staff

There have been a number of staff changes during the pandemic. Dr Charge and Dr Djordjevic remain as our lead GPs but a number of other key roles have seen changes. Kelsey Perring is now our Deputy Practice Manager having worked as lead receptionist at the surgery for a number of years. Michelle has now been promoted to reception lead and she works alongside Caroline, Ellen, Mawada and Molly on the front desk. Pooja our healthcare assistant joined us in summer 2022 and Maitha joined us last month as our practice nurse. We also have a new in house pharmacist called Simran who can help with medication reviews and queries.

Childhood immunisations

We are a practice that fully supports childhood immunisations to protect children from illness that can have serious consequences. These immunisations can be offered in the

surgery or in the local hub at St Charles Hospital which has evening and weekend appointments if this is more convenient. Hub appointments can be made through the surgery reception.

Kensington and Chelsea generally has a low uptake rate for childhood immunisations for a variety of reasons. If you have any concerns or questions about getting your child vaccinated, please make an appointment with our practice nurse to discuss them.

Grenfell Fire Tragedy

It has now been 5 years since the Grenfell Fire Tragedy and the impact on the local community remains great.

We are continuing to offer extended yearly health checks to any patient who has been affected by the tragedy. The Grenfell Wellbeing Service can offer a variety of support options including psychological support to those affected. You can self-refer to them online at grenfellwellbeing.cnwl.nhs.uk or you can be referred by your doctor.

My Care My Way

We continue to work closely with our My Care My Way Colleagues Mitch and Anju to offer more personalised and supportive care to those aged 65 years and older. This includes longer dedicated appointments with your doctor and the My Care My Way team. If you would like more information about this service please ask at reception.

Diabetes Group Consultations

We are now offering group consultations at the surgery for patients who have been diagnosed with diabetes. These are a chance to meet with other diabetic patients to discuss the illness, treatment options and lifestyle modifications and are led by Dr Djordjevic, our lead GP for diabetes care. If you are interested in attending one of these sessions please let reception know.

Online services

We now have an online consultation option called PATCHS which can be accessed from the surgery website. When you submit an online consultation it goes directly to your registered GP who can then decide on the best way to help. You can attach documents and pictures to help explain your problem. It is particularly useful for submitting administrative requests, such as requests for sick notes, and certain medical conditions such as skin conditions that can be photographed. You can also book appointments online on the SystmOne application. This does require a password which can be obtained from reception.

Another edition of this newsletter will be released Autumn 2023, in the meantime please do check the surgery website for updates around our services.